



Interlibrary Loan – Worldwide Loans & Document Supply System

Some information about the system?

The Library provides an Interlibrary Loans service to the following:

- Deakin University staff
- Deakin University students enrolled as:
 - Postgraduate students
 - Masters students
 - Graduate Diploma students
 - Honours students
 - Undergraduate students may be eligible - a consultation with a Liaison Librarian is required. A list of Liaison Librarians is available from the contacts page on the Library's Homepage.
 - Deakin Information Services Centre (DISC) members who are category E or F

The system allows users to Login and Search a number of remote library Catalogues/Collections at the one time, such as the Deakin University Library Collection, with Libraries of Australia, which consists of the collections of a large number of Australian academic and other libraries. The International collections consist of Canada Institute for Scientific & Technical Information (CISTI), Library of Congress (America), National Library of Canada, Te Puna (New Zealand), and the British Library.

It also gives users the opportunity to 'populate' a request for a book, without the need to enter the details manually, and to then easily check the progress of their request.

Registering

Registration is required for first time users, and the online interlibrary loan registration form must be completed before you are able to request items the first time. The registration process will take 1 working day, and you will receive notification by email, from the Interlibrary Loans staff, letting you know that the service is now available to you to request items.



TIPS! Just a few hints to help you use the system.

- ✚ You do not have to login to the system to search for items, though some collections may not be available unless you have logged in.
- ✚ Before requesting an item, we ask that you search for the item first, as it may be found in our own collection, and this means you'll be able to obtain it more quickly yourself.
- ✚ When you have done a search you will often see a list of libraries at the bottom of the screen that hold the item you have searched for. Please check to see if Deakin University Library holds the item. If it is held, then please *do not* go ahead and request it, as you are able to obtain it from our own collection.

Otherwise you do not have to take any notice of this list!

The words to look for in the **Location** column, which indicate that the item is in the Deakin University Library collection are:

| | |
|--|--|
| Deakin Univer = this is the Geelong campus, Waurin Ponds. | Warrnambool = Warrnambool Campus library |
| Waterfront = Waterfront Campus library | VGT will display with Deakin collection because it stands for Victoria Geelong TAFE |
| Burwd = Burwood Campus library | VDUPL (Victoria Deakin University Parent Library) : entered at the beginning of the call number the abbreviations of the campus, e.g. WBL = Warrnambool |

- ✚ If you make a mistake and request an item that is available in our collection, Interlibrary Loans staff will contact you to let you know, and advise you on how obtain the item yourself.
- ✚ If you can not find the item, then you can use the **Create Request** form to request us to search for it for you.
- ✚ If you want a copy of a journal article, you need to search for the journal first, as the article should be within the journal. Once you have found the journal, then you need to enter the details of the article into the request form.

- ✚ Make sure you type in the title of the item correctly, as this will ensure greater success in finding the item.
- ✚ Using the back button on the browser (i.e. Explorer, Mozilla, etc), can cause error messages, it is safer to use the links on the left of the screen to manoeuvre through the system.

Logging In to the Interlibrary Loan system

Once registered, you are able to **Check the Progress of Requests** and **Search & Request**.

- Select **Login** from the Interlibrary Loan system menu.
- Enter your **Library barcode (the X at the beginning of the barcode, must be entered as a capital)**.
- Enter your **Family name (must be entered in lower case)**.
- Submit


You will log in to the advance search screen, though you are also able to use the Standard Search screen.

Searching and Requesting a Book, Thesis or Video/DVD

- Use the **Advanced Search** to enter your search terms and select **GO!**



Tip! Use quotation marks for titles. e.g. "*summer of the seventeenth*" will produce a more specific search result than *summer of the seventeenth* alone.

- On the **Search Results** page, click on the **Title** link to go to the details of the item, and select **Request it!**  to make a request.
- The **Request Item** page will open, with the bibliographic details of the item. Near the top of the form, check that **Loan** is selected as the **Service Type**.

Select **Submit**, and your request will be processed by the Interlibrary Loans staff. To check the status of your request, read **Checking the Progress of your Requests** below.

Requesting a chapter from a book



Tip! Search for the book first, as described above. You need to find the source first (i.e. the book), before you can request the chapter from it.

- Find the book.
- Near the top of the form, check that **Copy** is selected as the Service Type.
- In the **Part Details** enter as much detail as you can, such as author, title, page numbers etc. The more information you provide will ensure quicker identification of the correct section, which means you will receive the copy faster.
- Enter any specific instructions, if for instance you would prefer that the copy be mailed instead of electronically delivered.
- Select **Submit**, and your request will be processed by the Interlibrary Loans staff. For information on checking the status of your request, read **Checking the Progress of your Requests** below.
- When the item has been received by the Deakin University Library, an email will be sent to you, notifying you when the item will be available for pick-up or available electronically.

Requesting a Journal Article




Tip! Search for the journal first. You need to find the source first (i.e. the journal), before you can request the article from it. **Do not search for the title of the article.**

- Use the **Advanced Search** to enter the name of the Journal.



Tip! Using quotation marks, e.g. "*Australian Geographic*" will produce a more specific result than *Australian Geographic* alone. Searching by ISSN (if you know it) will return the best results.

- On the **Search Results** page, click on the **Title** link to go to the details of the item, and click **Request it!**  to make the request.
- Near the top of the form, check that **Copy** is selected as the Service Type.
- In the **Part Details** enter as much detail as you can, such as author, title, page numbers etc. The more information you provide will ensure quicker identification of the correct section, which means you will receive the copy faster.
- Enter any specific instructions, if for instance you would prefer that the copy be mailed instead of electronically delivered.

- Select **Submit**, and your request will be processed by the Interlibrary Loans staff. For information on checking the status of your request, read **Checking the Progress of your Requests** below.
- When the item has been received by the Deakin University Library, an email will be sent to you, notifying you when the item will be available for pick-up or made available to you.

Create Request

Requesting from a blank form - Create Request

If you are unable to locate an item by searching the available collections, use the blank Create Request form. (You will need to login first).

- Select **Create Request**, listed below **My Account** on the left hand side of the screen.
- Select the Format eg., Book or Print Journal, from the drop down menu.
- Near the top of the form, select **Loan** (for books) or **Copy** (for book chapters or journal articles).
- Complete all relevant details of the item required. The more information you provide will ensure quicker identification of the correct item, which means you will aid in obtaining the item more efficiently for you.

Select **Submit**, and your request will be processed by the Interlibrary Loans staff. For information on checking the status of your request, read **Checking the Progress of your Requests** below.

My Requests

Checking the Progress of your Requests

You need to Login to gain access to their requests. Then:

- Select **My Requests** listed below **My Account** on the left hand side of the screen.
- Select the order in which you would like your requests displayed (use the drop down menu). Click the GO button.

The **Status** of each request can vary according to its progress. Listed below are various **Status** messages and their meanings:

| Status | Means |
|-------------------|---|
| Cancel Pending | Request for cancellation has been initiated, but no response has been received from the responding library |
| Cancelled Request | has been acknowledge as cancelled |
| Conditional | Further information is required before the request can be filled. An email would be sent outlining what is required to proceed with the request |
| Not supplied | Request unable to be supplied from library sources tried so far. The request is still active, and we're trying other suppliers. |
| Overdue | Loan is now overdue and needs to be returned as soon as possible |
| Pending | Request is being processed |
| Recall | Loan has been recalled by the lending library, and needs to be returned as soon as possible |
| Received | Item has been received from the supplying library. An email will be sent to the requestor with the details |
| Renew Pending | Request for renewal of the loan has been initiated, but no response has been received from the supplying library as yet. |
| Returned | Loan has been returned to the supplying library. |
| Shipped | Item has been sent from the supplying library. |

To Cancel a Request

A request can only be cancelled when the **Status** is either **New** or **Pending**

- Select **My Requests** listed below **My Account** on the left hand side of the screen.
- Select the order in which you would like your requests displayed (use the drop down menu).
- Click the GO button.
- Identify the request you want to cancel

- Select **Cancel** from the top right hand corner
- **Submit**.

You will see a confirmation that the request has been cancelled.

To Renew a Loan

Interlibrary Loans can be renewed **once** only

- Please contact Interlibrary Loans staff if you would like to renew your loan.

More options:

Merge Duplicates

When searching multiple databases, you may get the same item in your result set, multiple times. **Merge Duplicates** allows you to collapse duplicates into a single search result. After you've merged duplicates, your result list shows you which records had duplicates. Clicking on **Details** allows you to see the duplicates that were merged.

Filter Options

After running a search and obtaining a results list you can narrow the result set. You can filter your search results by **Date**, which will display only the items published in a particular year, or range of years. You can also restrict results to items published before a certain year (**to** box) or after a specific year to the present (**from** box). You can filter the results by **Language**. Select one or more filter values from the boxes. The Interlibrary loan system checks the records and filters out those that do not match your chosen format.

Sort Options

You may sort search results by **Title, Author, Date, Full-text availability, Relevance** or **Collection**. Sorting by full-text may pick up items that are available online. You can try clicking on **Open** next to the title displayed, and by following the links, if the library subscribes to the publication you may be able to access the item in full-text.

Saved List

Save search results to a list, then email or print your saved records. Each item in your search results displays with a **Save** icon. Click the **Save** icon to add a record to the **Saved List**. A message confirms that the record was saved and the **Save** icon no longer appears. This means you cannot accidentally save the same record twice. Your **Saved List** is session-specific. When you log out (or when your session times out due to inactivity), records are automatically cleared from your list. To view the items you have saved, click **Saved List**.

Saved Searches

Save searches and delete, edit, or re-run them later. **Saved Searches** are associated with your login, so they are available to you every time you log in. What you're saving is the search strategy along with the **Search Profiles** and **Collections** used. You are not saving actual search results. When you re-run saved searches, you will retrieve new items that may have been added since your last search. To save a search, perform a search and click **Save Search** at the top of the **Search Results** screen. To access your list of saved searches, click on **Saved Searches** in the **My Account** menu. If you edit a saved search, your edits aren't automatically saved. Click on **Save Search** after running an edited search if you want to save the edited search.

Search Profiles

Create your own search profile by choosing the **Collections** you want. Give your **Search Profiles** a **Name** (required) and, if you want, a **Description** (optional). Then click on the **Collections** you want to search when you use this **Search Profile**. Click on **Submit** when you're finished. You may create as many **Search Profiles** as you need.

Please don't hesitate to contact staff for help.

Contact Interlibrary Loans staff

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