

The Interlending and Document Delivery System will manage the history of your requests from the point of request, to delivery of the article electronically, or notification of your loan. Once you have logged into the system you may search various library catalogues and create requests for items not held by the Library.

To place a request, login to Document Delivery Services with your University Username and Password – <http://www.lib.latrobe.edu.au/document-delivery/>

Your University username and password can be found at the top of your Statement of Account.

The screenshot shows a login interface with the following elements:

- User ID:
- Password:
- Authentication Service:
- Login button

From the **Advanced Search** screen, enter title words as a phrase: quotation marks will refine your search. Other search options include ISBN, ISSN etc. from the drop down menu.

The screenshot displays the 'Advanced Search' interface with the following details:

Field	Search Term	Operator
Journal/Book Title	journal of palliative care	and
Book author/editor		and
Journal/Book Title		Reset

Additional search options visible include: years, Date, Abstract, Any, ISBN, ISSN, Anywhere, Authority/format id, Author-name conference, Author-name corporate, Author-name Personal, Author-title, BDI Index: Subject, BGF Number, Bib-level, Bibs: Classification, and BNB Card Number.

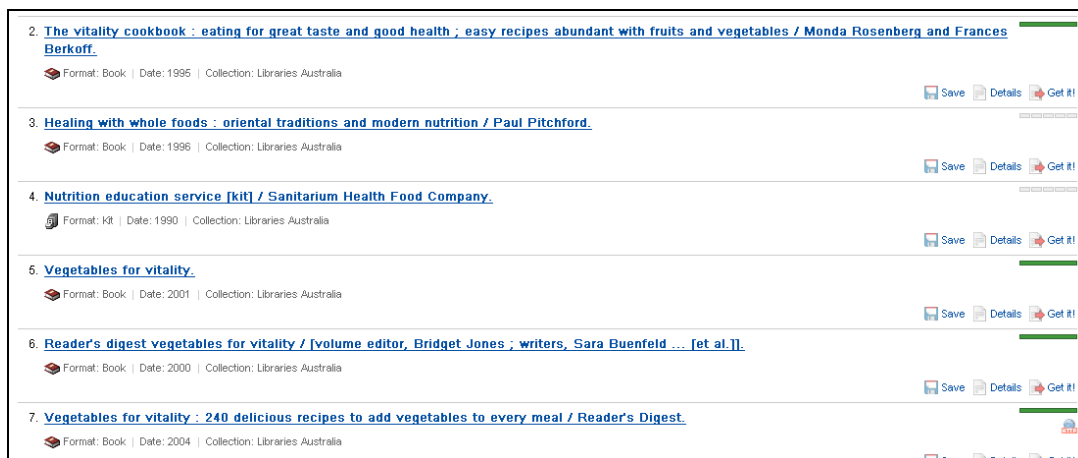
Search Results Appear: JOURNALS:

The screenshot shows the following search results:

- Journal of palliative care [electronic resource].**
Format: Ejournal | Date: 1985 | Collection: OPAC @ LaTrobe University
[Save] [Details] [Get It]
- Journal of palliative care.**
Format: Print Journal | Date: 1985 | Collection: Libraries Australia
[Save] [Details] [Get It]

If the journal title is held in hard copy, collect from the shelves. If the journal is held electronically, check the Library catalogue to retrieve the full text article. If the title is not held, click on **Get it!** to place an order.

Search Results Appear: BOOKS:



If the book you want is held in the library, collect from the shelves. If held at another campus library, **Request a Hold** from the Library Catalogue. If not held in the Library, click on **Get it!**

To Request the Item: Relevant details will automatically appear for the requested item.

Request

Service: Loan Copy

Copyright Type:

Title of Book:

Subtitle:

Author(s)/Editor(s):

Sponsoring Body:

Part Details

If you only require a copy of part of this item then please enter details here.

Author of Chapter/Article/Paper:

Title of Chapter/Article/Paper:

Date Published: 2001.; Projected Publication Date 202001

Volume/Issue:

Pages:

Publication Details

Series title and numbering:

Publisher:

Place of Publication:

Edition:

Item Description:

ISBN:

ISSN:

UPC:

Books:
All information will automatically appear, submit the request without further alteration by clicking on the **Request** button. If a chapter is required, select **Copy** and complete all relevant details.

Journal articles & Conference papers:
You will need to type in author, title of the article, volume, issue, year & pages. Please type volume & issue information e.g. 24 (3).

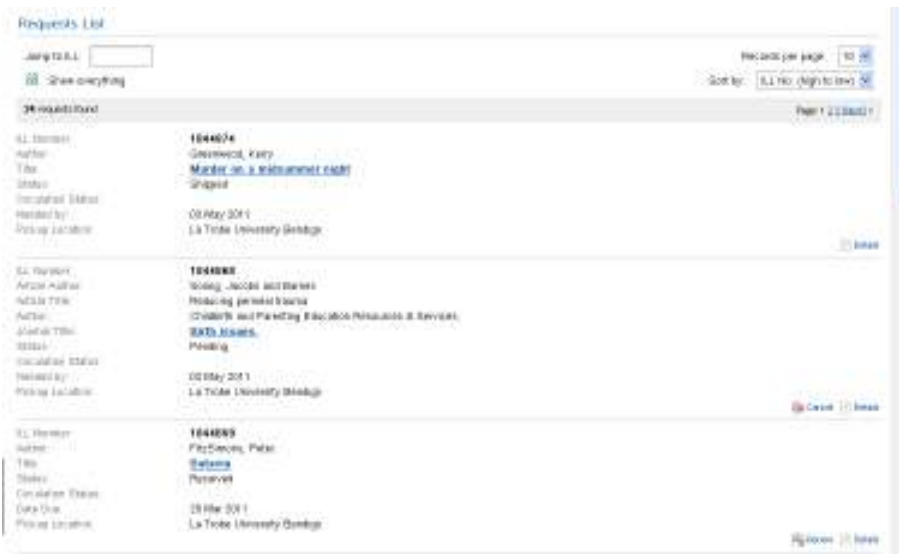
Click on the **Request** button, **Accept** the Copyright Notification, **Request**. An identification number will be assigned for your request.

CREATE REQUESTS:

Sometimes you will be unable to locate a book, conference paper or serial from the available catalogues. The title may be obscure; it may not be available within Australia; it may be incomplete, or you may not have the full bibliographic details.

To create a manual request, click on the **Create Request** option, available from the left hand menu bar.

TRACKING YOUR REQUESTS: Click on *My Requests* under *My Account* for a list of your current requests



Requests can be sorted by ILL Number, Author, Title or Need by Date.

To view archived requests, check the 'Show everything' box.

Status messages on each request help you track the progress of your requests.

Click on the 'Renew' icon to request a renewal.

COLLECTING BOOKS: An email alert will advise you when a book has arrived and is available for collection - please collect from the Lending Desk.

RENEW OPTION: To request a renewal, click on the 'Renew' icon and enter your desired due date. An email alert will advise whether or not a renewal is available – when an item has been renewed, you will receive an email alert and the new due date will be displayed.

DOWNLOADING DOCUMENTS: An email alert will advise you when a document is available electronically. Please login and select *My Requests* from the left hand menu. Locate the relevant request, click on the **PDF File** link and **OK** the Copyright Notification to open the document.

**Your document will be available for 10 days only
from the date of the first viewing!**

For clarification of what can be requested, please consult the policy information available on the Document Delivery web page.

<https://www.lib.latrobe.edu.au/document-delivery/policy-info.php>

For further information, please contact Document Delivery staff as follows:

Complete the [Online Help](#) form, email ildds.ben@latrobe.edu.au

or telephone 5444 7529 Monday to Friday between 9am – 5pm.