Document Delivery Service
User Guide

Getting Started:

Register online @ http://www.utas.edu.au/library/library-services/forms/document-delivery-service-registration
(You will receive your log in details within 1 working days)

Type in your Staff/Student ID number into the User ID field and your Document Delivery Password.

Click Login.
You will be presented with the **Advanced Search** screen. This option allows you to combine or limit the search terms to make the search more specific.

The available ‘Searchable Collections’ (library catalogues) are **University of Tasmania**, **State Library of Tasmania**, **Deakin University**, **Trove (Libraries Australia)** and **Te Puna**.

Enter a book title or journal title as a phrase or complete title (*not a journal article title/author*). Using quotation marks “example” will refine your search terms. Other search Options include ISBN, ISSN, etc from the drop down menu. The search returns information that can be used to ‘populate’ the request form.

**Click Search**
### Journals

**Search Results**

You searched for "journal of the New York entomological society" in *University of Tasmania, Deakin University, Libraries Australia, Te Puna, State Library of Tasmania*.

<table>
<thead>
<tr>
<th>Refine results:</th>
<th>Refine this search</th>
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1. **Journal of the New York Entomological Society [electronic resource]**
   - Format: Computer File | Date: 1893 | Collection: University of Tasmania

2. **Journal of the New York Entomological Society**
   - Format: Print Journal | Date: 1893 | Collection: Libraries Australia

3. **Journal of the New York Entomological Society**
   - Format: Print Journal | Date: 1893 | Collection: Libraries Australia

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Does your results list include a hit for **University of Tasmania**? If so, please check our online catalogue before placing your request.

If the journal title is not held in the University of Tasmania Library, click to **Get it!** place a request.
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Search Results will appear for:

Books

   - Format: Book | Date: 1990 | Collection: University of Tasmania
   - Save  Details  Get it!

   - Format: Book | Date: 2003 | Collection: University of Tasmania
   - Save  Details  Get it!

   - Format: Book | Date: 1980 | Collection: Libraries Australia
   - Save  Details  Get it!

   - Format: Book | Date: 1966 | Collection: Libraries Australia
   - Save  Details  Get it!

Does your results list include a hit for University of Tasmania? If so, please check our online catalogue before placing your request.

If the book title is not held in the University of Tasmania Library, click to place a request. Checking you request the specific ‘date’ of publication if important to you, otherwise select any of relevant record to place a request.
Request Item: Journal Articles or Conference Papers

All journal or conference information will appear automatically.

You will need to enter in Author, title of article, volume/issue, year and pages into Part details.

*If any details are unknown insert ? into relevant field.*

Click on the Request button to place your request.

An identification number will be assigned to your request.
Request Item : Book

All book information will appear automatically.

If a chapter is required select Copy and complete all relevant Part details, insert volume number if applicable.

Click on the Request button to place your request.

An identification number will be assigned to your request.
Create a Request

Can’t find the book, journal or conference proceedings using the Search option? The title may be obscure, it may not be available within Australia or New Zealand, it may be incomplete or you may have minimal details.

Click on Create Request under the DocDel Account selection listed – This will give you a blank request form to fill in with the details you have.

You may also select other Formats – Book, Print Journal, eJournal, Music CD, DVD movie, Thesis, Report or Other. (Please select the most relevant Format for your request, and as much pertinent information available to help verify the citation)

Select Service Type – Loan or Copy, if copy enter relevant Part details.

For Rush requests – change the default date to today’s date, and add ‘School to Pay’ or ‘Client to Pay’ in special instructions field.

Special Instructions – add any further information which may be helpful in sourcing your request.

You can also select other Library service point locations at Pick Up Location drop down menu.

Click Request to place request.
Requests List can be sorted by Author, ILL number, Title or Need by Date.

A list of all your requests will appear.

Need by date is automatic default and does not indicate how long a request will take to fill.

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

Please contact the Document Delivery Service if you would like to archive some of your requests.
**Status messages:**

The following messages may appear on your requests

- **IDLE**  
  Request has not yet been ordered

- **PENDING**  
  Request has been ordered

- **NOT SUPPLIED**  
  Request is not able to be supplied. Document Delivery Service will investigate an alternative source of supply and advise you.

- **CONDITIONAL**  
  Further information is required before this request can be filled. Document Delivery staff will check the reason for Conditional status and reorder or contact you.

- **CANCEL PENDING**  
  Request for cancellation has been sent to the supplying library, but no response has yet been received. This may be an interim status in supply.

- **CANCELLED**  
  Supplying library has agreed to cancel request. This may be an interim status in supply.

- **SHIPPED**  
  Loan or Copy has been sent by supplying library and is on its way.

- **RECEIVED**  
  Item has been received. Check your email for information on accessing this copy or loan.

- **OVERDUE**  
  Loan is now overdue. Please return as soon as possible.

- **RENEW PENDING**  
  A renewal request has been sent to the supplying library.

- **RECALL**  
  Loan has been recalled by supplying library. Please return immediately.
Contact Us:

For further information or clarification on the status of your requests please email

Docdel.hbt@lib.utas.edu.au
(phone: 6226 2230 or 6226 2880 – Hobart Office)

OR

Docdel.ltn@lib.utas.edu.au
(phone: 6324 3571 – Launceston Office)

Please allow one (1) working day for a response to your email.