Document Delivery Service
End User Guide

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’ include **University of Tasmania Library Catalogue**, **Trove (Libraries Australia Union Catalogue)** and **Te Puna (New Zealand Libraries Union Catalogue)**.

Enter a ‘**known title**’ such as Book; Journal; Conference or Report title as a phrase or complete title (**DO NOT enter article paper title/author information**). Using quotation marks “Title” will refine your search terms. Other search options include ISBN, ISSN, etc from the drop down menu. Your search returns information that is used to ‘populate’ the request form.

**Click Search**
You will be presented with a list of Search Results:

**Journals**

Does your results list include a result for **University of Tasmania**? If so, please check the online [catalogue](#) before placing your request.

If the journal title is not held in the University of Tasmania Library, select result that matches the title your require and click [Get it!](#) to place your request.
Books

<table>
<thead>
<tr>
<th></th>
<th>Title</th>
<th>Collection</th>
<th>Date</th>
<th>Format</th>
<th>Details</th>
<th>Save</th>
<th>Get it!</th>
</tr>
</thead>
</table>

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

If the book title is not held by University of Tasmania Library, select result that matches the title you require and click **Get it!** to place a request. Check the request if a specific 'date' of publication is important to you.
Request : Journal 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 proceeding 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 in special instructions if relevant to the request.

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.
Tracking your Requests:

Click on **My Requests** under **Doc Del Account**

**Requests List** can be sorted by Author, ILL number, Title or Need by Date.

A list of all your requests will appear.

**Needed 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.
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 request workflow.

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

**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 the 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:
(All Campuses)

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

Docdel.hbt@lib.utas.edu.au

Phone +61 3 6226 2230