

Inter Library Loan User Guide

**How- to: search and request books,
audio visual items, and journal articles**

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Step 1: Login to request Inter Library Loans

The Inter Library Loan service is only available to State Library of WA permanent members. To become a member you can register online – or apply in person at any enquiry desk in the building.

Please note once you are a registered borrower it will take 2 business days before you can use the Inter Library Loan service.

1. To login, **enter your User ID and password.**
 - a. Your **user ID** is the **barcode** on the back of your State Library of Western Australia membership card. Enter in the **full** barcode including all letters and numbers.
 - b. The default **password** is **SLWA** (this password is case-sensitive).
2. Click on **login**.
3. You can continue to use the default password or you can change it.

! If you are unable to login it is possible that: Your membership has expired and will have to be reactivated or that you are not a State Library of WA registered borrower. If you are unable to login or have forgotten your password, click on “Inter Library Loan Help Desk – contact us for assistance” on left hand menu, and fill out the Ask a Librarian form to submit your query or request for information.

! If you cannot see the Login page, click on “sign in” which is under “My Account and on the top right hand side of the screen.

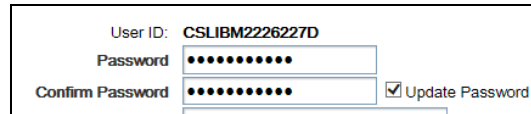
! Is your EMAIL ADDRESS current? This is important for the operation of the Inter Library Loan Service. Please check your address in Account Details and if necessary choose Edit to amend your email address.

To change your password or Email Address:

1. Log into the Inter Library Loans portal, click on **Account Details** and then choose **Edit**.

a. To change your password -

i. Type in the new password and confirm password –click on **SAVE**



The screenshot shows a form for updating account details. It includes a 'User ID' field with the value 'CSLIBM2226227D'. Below it are two password fields: 'Password' and 'Confirm Password', both containing masked characters (dots). To the right of the 'Confirm Password' field is a checkbox labeled 'Update Password' which is checked.

b. To update your email –

i. Type over the existing email address and click save

Note: the new email address will only take place in requests placed from after the changes are made. Requests made before this change will still have the old email –so please keep checking your Inter Library Loan account.

Step 2: Search for a book or journal article

1. Enter your search terms and click on ‘Search’.

The search terms in the below example are the *title* and *author* of a book:

Field	Search Term	Operator
Title (*)	The complete book of cats	and
Author (*)	Dempsey	and
Subject Heading (*)		

2. The Inter Library Loan system will search the State Library of WA catalogue, all WA public libraries, and the nation-wide Libraries Australia catalogue.
3. **Your search results will be displayed.** You can view the full catalogue record for an item by clicking on Details.

Search tips

If you know the exact title of the book then, enter the title between quotation marks “ ” (e.g. “The complete book of cats”). This limits the results to display only records with the exact title you searched for.

The “any” or “anywhere” field options in the drop down menu work as key word searches. A key word search retrieves items that contain the keyword anywhere in the record. A key word search could be “cats”.

If you get too many results try refining your search by clicking on **Sort Options** or **Filter Options** in the menu on the left hand side of the screen.

Search Results

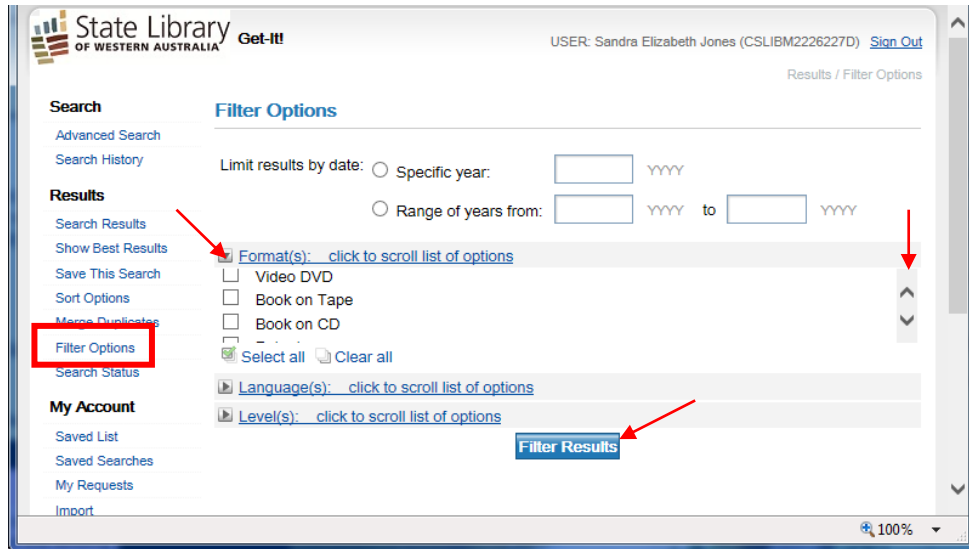
You searched for (Fractured AND slaughter) in Libraries Australia, SLWA.

Page: [Prev] 1 2 3 4 [Next] >

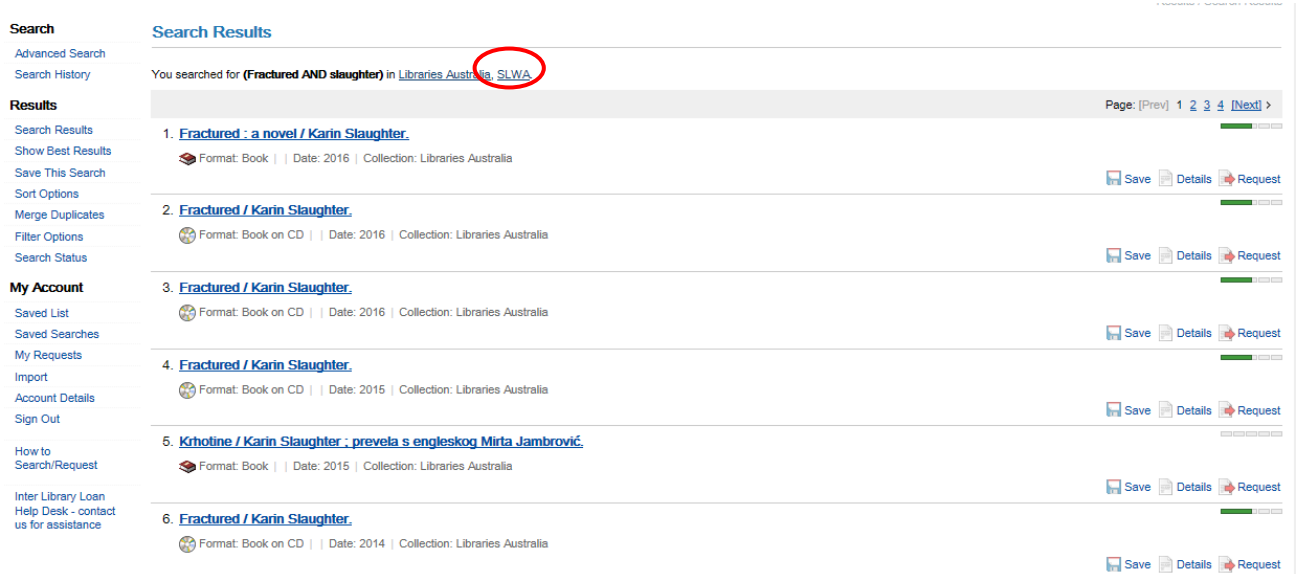
1. **Fractured : a novel / Karin Slaughter.**
Format: Book | | Date: 2016 | Collection: Libraries Australia
2. **Fractured / Karin Slaughter.**
Format: Book on CD | | Date: 2016 | Collection: Libraries Australia
3. **Fractured / Karin Slaughter.**
Format: Book on CD | | Date: 2016 | Collection: Libraries Australia
4. **Fractured / Karin Slaughter.**
Format: Book on CD | | Date: 2015 | Collection: Libraries Australia
5. **Krholine / Karin Slaughter : preveta s engleskog Mirta Jambrović.**
Format: Book | | Date: 2015 | Collection: Libraries Australia
6. **Fractured / Karin Slaughter.**
Format: Book on CD | | Date: 2014 | Collection: Libraries Australia

Filter Option is used to display the format you require –i.e. video/DVD or sound recording or only display Book format

- Click on Filter Option,
- Click on the arrow to display formats
- Use the scroll



If you just want to search for items held in WA public libraries you can click on **SLWA** at the top of the search results (see below image). You may wish to limit your search to WA public libraries because these loans do not incur fees and charges, or you may know that a WA public library has a copy of the book you would like to borrow.



Note: You do not need to submit more than one request if there are multiple records of the book you would like to borrow. The Document Delivery Team will ensure all available copies are considered for loan.

Step 3: Create a request

Request a loan

1. Click on **“Request”** to request the item from the results after a title search. A request form will be generated containing the details of your request.

Results / Search Results / Request

Search

Advanced Search
Search History

Results

Search Results
Show Best Results
Save This Search
Sort Options
Merge Duplicates
Filter Options
Search Status

My Account

Saved List
Saved Searches
My Requests
Import
Account Details
Sign Out

How to Search/Request

Inter Library Loan
Help Desk - contact us for assistance

My Requests

Request

Service: Loan Copy

Copyright Type:

Title of Book: Fractured

Subtitle: a novel

Author(s)/Editor(s): Slaughter, Karin 1971-

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:

Volume:

Pages:

Publication Details

Series title and numbering:

Publisher:

Place of Publication:

Date Published:

Edition: Dell Mass Market edition.

Item Description: 446 pages ; 19 cm.

ISBN: 9781101887431;1101887435

ISSN:

UPC:

Reference Source: Libraries Australia/Bibliographic
Format: Book

2. Ensure the **email address** on the form is correct as **this is the email address used to notify you when your item is ready for collection** from the State Library. You can also add any special instructions regarding your request, for example you may prefer to read a large print edition of a book if available.

Additional Information

This item is not needed after: 15 DEC 2019

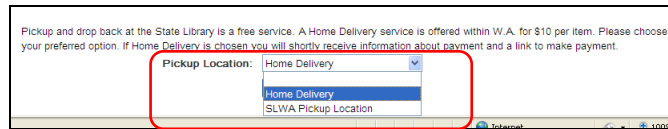
Email: snowwhite@thecastle.com

Special Instructions:

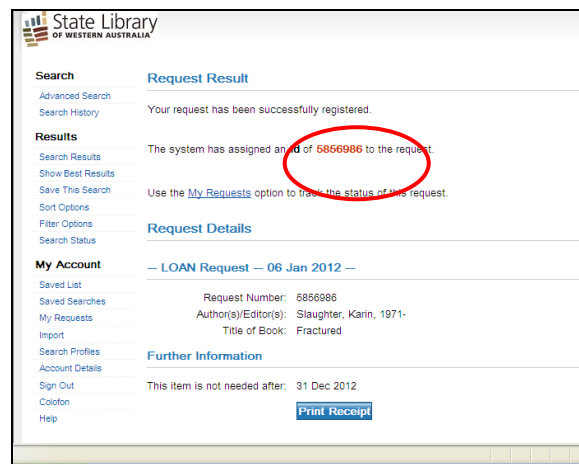
Holdings

Location Symbol:	Location:	Call Number:	Availability:	Local Control Number:	Local Control Number Org:
WARNBRO	: WARNBRO	F SLA	Circulation status undefined	000043236771	AuCNLKIN
MORLEY	: MORLEY	F SLA	Circulation status undefined	000043236771	AuCNLKIN
Merredin	: MERREDIN	F SLA	Circulation status undefined	000043236771	AuCNLKIN

- If you require your loan to be delivered to your home address you will need to change the **Pickup Location** from "SLWA Pickup Location" to "**Home Delivery**". You can collect the item from the State Library Welcome Desk at no extra cost, or you can choose the Home Delivery postal service at a cost of \$10 per item. **Please refer to the Fee Based Services section at the end of this guide for more information.**



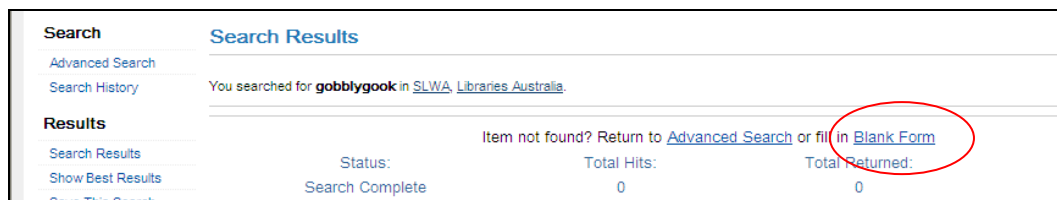
- Click on **Request** to submit the form.



- Print Receipt** to print a receipt for your records, or make a note of the **id** number- this is used to track your request.

Item not found?

If your search has not found a record of the book that you require, click on Blank Form and fill the form out with as much detail as possible and click on Request. The Document Delivery Team will try to find the item and will update your request if they do.



Error message?

If you get an error messages or your request is unsuccessful: Click on “Inter Library Loan Help Desk – contact us for assistance” on left hand menu, and fill out the Ask a Librarian form to submit your query or request for information.

Here are a few examples of what errors you may come across

A. Sign in was not successful

1. Your membership has expired

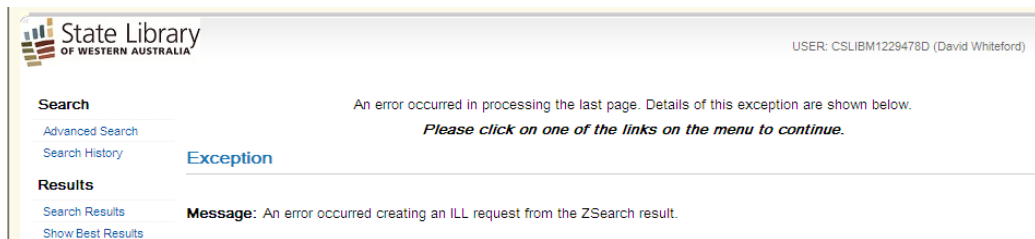
SIGN IN WAS NOT SUCCESSFUL
Your account has expired. Please contact your administrator.
You may search ZPORTAL without signing in using one on the buttons in the menu.

2. Authentication declined

- You may be using the wrong barcode or password.

SIGN IN WAS NOT SUCCESSFUL
Authentication declined: Invalid Username and/or Password
You may search ZPORTAL without signing in using one on the buttons in the menu

B. If you receive an error message like the one below, please email the title of the item and the error message to docs@slwa.wa.gov.au. The Document Delivery Team will let you know when it has been fixed and you will then be able to place a new request for the item.



The screenshot shows the State Library of Western Australia website interface. At the top left is the logo and name 'State Library OF WESTERN AUSTRALIA'. At the top right, it says 'USER: CSLIBM1229478D (David Whiteford)'. Below the logo is a navigation menu with 'Search', 'Advanced Search', and 'Search History'. The 'Search' menu is expanded, showing 'Results' and 'Exception'. The 'Exception' link is highlighted. The main content area displays an error message: 'An error occurred in processing the last page. Details of this exception are shown below. Please click on one of the links on the menu to continue.' Below this, there is a 'Message: An error occurred creating an ILL request from the ZSearch result.' and a 'Show Best Results' link.

C. Request not added – you have reached the limit of number of requests allowed on the system and will not be able to place any further requests until some items are returned.

Request Not Added

Your library permits you to have 8 outstanding requests in the system at a time. You have reached that limit and may not place any more requests.

We apologise for any inconvenience this may cause. Please contact your library for assistance.

Use the [Search Results](#) option to return to your search.

Request a copy of an article or chapter from a book

Copy requests are a **fee-based service** that can be made for particular pages of a book or for magazine or newspaper articles providing they comply with copyright regulations.

1. Log in to the Inter Library Loan portal, search for the title of the journal or book containing the article or chapter you would like a copy of.
2. A request form will be generated containing the details of your request.
3. **Please ensure you select the service type as “copy” (see image below). Service type for journal requests automatically defaults to copy.**
4. Add as much information as possible about the article or chapter you require, for example:
 - *Author of the article (mandatory)*
 - *Title of the article or chapter (mandatory)*
 - *Volume and issue number the article is in*
 - *Page numbers, if known (mandatory)*

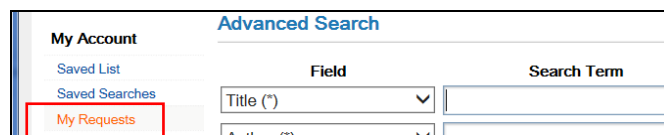
Note: - if pagination or title not known, please fill in as much information that will help locate the information you want copied

The screenshot shows a web form for requesting a copy. At the top right, a blue 'Request' button is circled in red. Below it, the 'Service' dropdown menu is set to 'Copy' and is also circled in red. The 'Copyright Type' is set to 'Fair Dealing'. The 'Title of Book' is 'Light Railways'. The 'Author(s)/Editor(s)' is 'Whiteford, David, 1957-'. The 'Sponsoring Body' is empty. Below this, the 'Part Details' section is circled in red. It contains a note: 'If you only require a copy of part of this item then please enter details here.' The fields are: 'Author of Chapter/Article/Paper' (empty), 'Title of Chapter/Article/Paper' (Salt, sea and sand), 'Volume/Issue' (october 1996), and 'Pages' (19-25). Below this is the 'Publication Details' section with fields for 'Series title and numbering', 'Publisher', 'Place of Publication', and 'Date Published' (1996).


5. Click on **Request**.
6. Read through the **Copyright Declaration** and accept if you agree.
7. **Print Receipt** or record the **id** number- this is used to track your request.
8. You will be sent an email containing a link to our secure online BPoint credit card payment page.
9. **Once payment has been made**, the copy will be uploaded to your request as a PDF document.



Step 4: Tracking your request


1. To see the progress of your request, log in to the Inter Library Loans page.
2. Click on **My Requests** which is under **My Account** menu on the left hand side of the screen.



3. Check the status message below your request.

ILL Number:	9099144
Author:	Farman-Farmaian, Sattareh;Munker, Dona
Title:	Daughter of Persia
Status:	Shipped
Circulation Status:	
Date Due:	24 May 2017
Pickup Location:	SLWA Pickup Location
 Details	

ILL Number:	9054674
Author:	Mina, Denise
Title:	The long drop
Status:	Pending
Circulation Status:	
Needed by:	04 Mar 2018
Pickup Location:	SLWA Pickup Location
 Cancel  Details	

ILL Number:	9016885
Author:	Balāsīm, Ḥasan;Wright, Jonathan 1953-, translator.
Title:	The corpse exhibition and other stories of Iraq
Status:	Returned
Circulation Status:	
Date Due:	27 Apr 2017
Pickup Location:	SLWA Pickup Location
 Details	

Request statuses

New – Status 'New' indicates that the request is waiting to be processed. The delay could be that no locations have been found by the system and Staff are checking further to see if the title requested can found in a library. New requests **can be cancelled** if the item is no longer required

Pending – Status 'Pending' indicates that the requesting process has started but the item has not yet been received.- requests that are pending **can be cancelled** if the item is no longer required

Shipped – Status ‘Shipped’ indicates that the lending library has sent the item, but it has not yet been received in the State Library - requests that have been shipped **cannot be cancelled**

Received – Status ‘Received’ indicates that the item has been received at the State Library of WA. Once the item is received you will be advised by email that the item is ready for collection. For further information, see the section ‘**Collecting your loan**’ below

Renewal requested – You have asked for a renewal and are awaiting a response from the lending library. The response is subsequently recorded in the details of your request and the status returns to **received**. You will receive an email advising whether the loan has been renewed (with the new due date) or not. See the section on ‘**How to renew a request**’ below

Overdue – Your request is overdue and should be returned to the State Library as soon as possible. Please note that there could be replacement and non-refundable administrative costs charged to you if the item is not returned

Returned – The item has been sent back to the lending library.

No holdings available – this title is not held in any library or libraries that hold this title are not willing to lend their copy.

Recalled – The lending library has asked for the item to be sent back. Please return it to the State Library as soon as possible.

Request no longer required - indicates you have cancelled the request and this is awaiting acknowledgement by the lending library. When this status changes to **Cancelled** it means your request to cancel has been accepted by the lending library.

Completed – The request process has been completed and your request is archived in “show everything”.

Lost or Damaged – the item is reported by the State Library or the lending library as lost or damaged.

Cancelling a request

You are able to cancel a request if you no longer require it. However, **a loan cannot be cancelled once the status has changed from ‘Pending’ to ‘Shipped’ or ‘Received’** as the loan has already been sent out by the lending library.

How to cancel a request

If you no longer require the title requested, please cancel the request as follows:

1. Click on My Requests to find the request you want to cancel.
2. Click on the “Cancel” icon on the right side of your request

Step 5: Collecting your loan

Loans

You will be notified by email when your loan is ready to be collected from the Welcome Desk on the ground floor of the State Library.

Please collect your loan as soon as possible to ensure you have the item for the full 4 week loan period.

Items are held for 7 days only before they are returned to the lending library.

Please phone (08) 9427 3111 if you are unable to collect your loan within 7 days. Or email docs@slwa.wa.gov.au or click on the “Inter library Loan Help Desk” link in the email and enter a response in the form.

Please note that alert emails are sent when the item is received. You may need to add this email address to your **list of recognised ‘safe’ email addresses, or check your junk mail folder.**

If you change your email address, please go to **Account details** (left side menu), click **Edit**, and amend your email record.

Copies of articles

1. You will receive an email notification when the copy is ready to view and download.
2. Log into Inter Library Loans and click on My Requests.
3. Find the request number (this will be in the email) this request will also have “PDF file next to Attached documents:

Journal Title:	Journal of Mathematical Analysis:[electronic resource]
Status:	Received
Circulation Status:	
Needed by:	04 Mar 2018
Pickup Location:	SLWA Pickup Location
Attached Documents:	PDF file

4. Your requests uploaded as a PDF document to your request as an attachment.
5. Click on this attachment and save or print the document.



Please note: the document will be deleted after 14 days.

How to renew a request

Books borrowed via the Inter Library Loan service can **only be renewed** via the **Inter Library Loan system**:

1. Log into the Inter Library Loan portal and click on **My Requests** to display all your current requests
2. Find the title you want to renew
3. Click on the “Renew” icon on the right side of this request.

ILL Number:	9076134
Author:	Seethaler, Robert 1966-;Collins, Charlotte translator.
Title:	A whole life
Status:	Received
Circulation Status:	
Date Due:	02 May 2017
Pickup Location:	SLWA Pickup Location

 [Renew](#)  [Details](#)

4. Click on REQUEST -

A message will display on the screen advising that the renewal has been sent to the library from which it was borrowed. Please allow time for the lending library to respond to the renewal request. State Library staff cannot renew an item unless the lending library has approved the renewal

When the lending library responds to the renewal – an email will be sent to you advising of the new due back date or that the item cannot be renewed, if this is the case please return the item to avoid being invoiced overdue charges

Inter Library Loan Borrowing Conditions

Loan conditions apply to items borrowed via the Inter Library Loan service- these conditions are applied by the lending library and

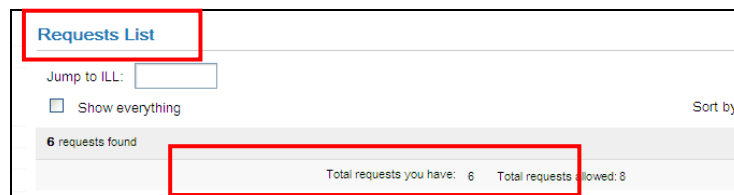
- A. **Library Use Only:** A lending library may supply an item on the condition it be used in library only. An email is sent to you advising of the condition of use and the items will be held in the State Library of Western Australia 3rd floor Reading Room until you advise that you have finished with it.

Note: if item is not collected to view in the library within 7 days, or you have not responded to the email advising of an approx. date you would be in the library to view the item, it will be returned to the lending library.

- B. **Fees apply:** Some loans are only available at a cost- if you are not willing to pay, please add a note at the requesting stage indicating you are not willing to pay.

If fees apply- you will be advised before the request is processed. Once payment is made the request will be processed. If the request is unsuccessful, you will be refunded the amount paid.

- C. **Maximum number of requests:** You are allowed a **maximum of 8 requests** at any one time. This includes requests waiting to be filled as well as items lent to you. The system will remove returned and cancelled requests from **My Requests** and enable further requests to be made. An archive of your requests is still available to view by clicking the **Show everything** box.



The screenshot shows a web interface for 'Requests List'. At the top, there is a search bar labeled 'Jump to ILL:' with a text input field. Below the search bar, there is a checkbox labeled 'Show everything' and a 'Sort by:' dropdown menu. A summary bar indicates '6 requests found'. At the bottom of the summary bar, there are two fields: 'Total requests you have: 6' and 'Total requests allowed: 8'. Red boxes highlight the 'Requests List' title, the 'Show everything' checkbox, and the 'Total requests you have: 6' and 'Total requests allowed: 8' fields.

PLEASE NOTE: if you use “Borrow Direct” from State Library you are limited to **8 loans from the combined services** although you may still be able to make further requests and have pending items in “Inter Library Loans” if its limit has not reached 8.

- D. **Lost or overdue items:** If the item is returned late, **lost or damaged-** a replacement cost as well as a **non-refundable Administrative fee** will be charged

All cost incurred by the State Library of Western Australia for damaged, lost or late returns will be passed on to the borrower. To avoid late return fees, please **return or renew** the item before or by the due date

Inter Library fee-based services

Loan and Copy charges

Some libraries charge \$16.50 per item per loan. This charge also applies to copy requests up to 50 pages. You will be sent an email containing a link to our secure online BPoint credit card payment page. **Please note that loan and copy requests will not be processed until payment has been received.**

Fee-based loans are only made when there are no copies held in public libraries or State Libraries. You will receive an email notification if your request can only be met by a fee-charging library. You can choose to accept or cancel the request. Once payment has been received by the State Library your request will be processed and you will receive an email notification when your item is ready to collect from the State Library Welcome Desk.

Home Delivery service

A Home Delivery service is available for \$10 per item to cover the cost of delivery. If you request Home Delivery you will be sent an email containing a link for payment. **Your loan will not be delivered until payment has been received by the State Library.** Where possible your loan will be delivered by Express Post. Returns can be sent by post (at your own expense) or in person to the State Library. **You cannot return Inter Library Loans to public libraries.**

Need help?

If you require assistance with your Inter Library Loans request, please click on the **“Inter Library Loans Help Desk – contact us for assistance”** link on the left hand side of the screen. This will open an Ask a Librarian “Inter Library Loans Help Desk” form. Fill in the form with as much information as possible. Please include the id number of your request. A Document Delivery Team member will respond to your request within 3 business days.