Te Puna Mātauranga o Aotearoa
NATIONAL LIBRARY
OF NEW ZEALAND

TE PUNA INTERLOAN
WANT TO BORROW SOMETHING FROM ANOTHER LIBRARY?

Te Puna Interloan is a national interloan management service, linked to key resources, in particular the National Union Catalogue. It uses a web interface to enable you to initiate, respond to and monitor requests.

How to log on to Te Puna Interloan

Online, you can go direct to Te Puna Interloan: http://ill.natlib.govt.nz
Enter your barcode (User ID) and Password in UPPERCASE

How to create a request

1. Go to **BibSearch** and search for the item by word, phrase, ISBN or ISSN.
2. Click on **Details** to check holdings.
3. Click on **Request** to display the ILL Request form.
4. Leave **Authorisation Status** as 'To be Authorised'.
5. If you require a copy, enter the Article/Title/Pages/Date Details.
6. Edit other fields as required.
7. Select libraries for the Rota (or click on **Select All**) then click on the **Rota** button.
8. At the **Rota** screen you can add or delete locations and change the order of the rota.
9. Click on **Submit**. An ILL number will display.

How to find requests: Work queue

1. Click on the **Requests** button to go to the ILL Request Search screen.
2. Click on the Work Queue link at the top of the screen to display the Work Queue. This shows the number of requests in each interloan status. The 'Waiting' column shows requests that might need action on your part as Requester or Responder.

Work Queue

Requester Description	Total	Waiting	Responder Description	Total	Waiting
Cancel Pending	0	0	Cancel Pending	0	0
Cancelled	0	0	Cancelled	0	0
Conditional	0	0	Checked In	0	0
Idle	1	0	Conditional	0	0
Not Supplied	1	0	In Process	1	1
Overdue	0	0	Not Supplied	0	0
Pending	1	0	Recall	0	0
Received	3	2	Renew / Pending	1	1
Received by Email or FTP	1	0	Shipped	2	0
Renew / Pending	0	0			
Returned	1	1	Messages		1
Shipped	0	0			

3. If you click on a value, a list displays of all the requests in that status (for example the requests you have just created are in Pending).

How to action requests

1. Locate the request, either by using the Work Queue or searching by ILL number at the ILL Request Search screen.
2. At the list of requests, click on the **Details** button or click on the **Action** button.
3. Choose the desired action from the drop-down list.

Requester actions

Cancel

If you not longer require the item, you can ask the current Responder to cancel the request, provided it is still in the status of Pending.

1. Select the Action **Cancel** and click on **Submit**.

It is then up to the Responder to reply Cancel Reply Yes, or Cancel Reply No.

Received

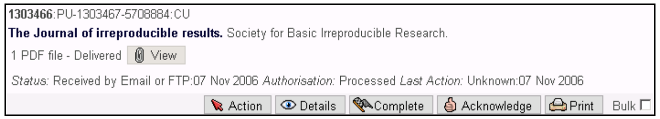
Once the Responder ships you the item you need to action it as Received.

1. Select the Action **Received**, and click on **Submit**.

The request will go from the Shipped status to Received.

Requests supplied via DocStore

These will show in your Work Queue as 'Received by Email or FTP', and when you go to the Results list you will see a 'file – delivered'.



You need to action these promptly, as follows:

1. Click on the **Details** button, and then click on the **Documents** tab to go to the Documents area of the ILL Request.
2. Click on the 'file – Delivered' link under 'Attached Documents'.
3. A window will pop up displaying the document.
4. Print the document so you can deliver it to your patron
5. Close the document, and you will be returned to the ILL Request view.

6. Action the request as **Received**.

Returned

For Loan requests you need to return the item by the due date and action as Returned.
1. Select the Action **Returned**, and click on **Submit**.

The request will go to Returned status.

Request to Renew

You can request a renewal of a Loan request.
1. Select the Action **Renew**, and click on **Submit**.
2. Type in Desired Due Date.

The ship will go to Renew-Pending.
It is then up to the Responder to reply Renew Answer-Yes, or Renew Answer-No.

Conditional Reply

You should check the Work Queue regularly for Requests in 'Conditional' status. This means that the Responder can fulfil the request but there are conditions attached.
1. Click on the **Details** button on the request.
2. Look at the bottom of the Request form for the Conditional Reply reason.
3. Action **Conditional Reply-Yes** (if you accept the condition) or **Conditional Reply-No**. Click on **Submit**.

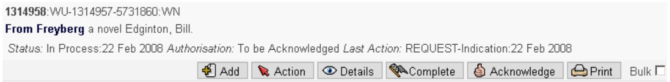
Not Supplied Requests

You can *either* click on Complete on the Results list if you no longer require the item, *or* you can reactivate the request:
1. Select the **REQUEST** Action, and click on **Submit**.
2. Check that the **Authorisation status** is 'Authorised'.
3. Amend fields and add a note if required.
4. Click on **Rota**; add location/s to the **Add to rota** field; and then **Submit**.

Responder Actions

Check for new incoming Requests

1. Go to the Work Queue.
2. In the 'In Process' column, click on the number under 'Waiting'.
3. The results list will display.



Shipped

1. Select the Action **Shipped**, and **Submit**.
2. If the item is a loan, enter a **Due Date** for its return.
3. The **Ship Cost** is already displayed on the form. If you wish to charge a different amount to that displayed, you must enter the amount in the **Base Cost** field (e.g. 20)(e.g. 0) then click on the **Recalc Cost** button.
4. Complete other fields as desired and then **Submit**

Answer Will Supply

Use if you can supply within a few days.
1. Select the Action **Answer Will Supply** and **Submit**.
2. Select a Reason and enter a <u>future date</u> by which you can supply, and **Submit.**

Conditional

Use if you can supply under certain conditions, or you need more information before you can supply.
1. Select the Action **Answer Conditional**, and **Submit.**
2. Select a Reason and enter a <u>future date</u> by which you require a response, and then **Submit.**

Non-Supply

1. Select the Action **Answer Nonsupply** and **Submit**.
2. Select a Reason and **Submit**.

Retry

Use if you can't supply now, but for the system to send the Request back if it can't be filled elsewhere.
1. Select the Action **Answer Retry**, and **Submit.**
2. Select a Reason and enter a <u>future Retry date</u>, and **Submit**.

Check In returned loans

1. Select the Action **Checked In**, and **Submit.**
2. Add a note if required and **Submit**.

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Digital Solutions
Free phone: 0508 837 862
E-mail: tepuna@natlib.govt.nz

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