Glossary

Action
The act of changing the status of a request – e.g., Answer Will Supply

Advanced Search
Search of database(s) using a combination of details such as author, title, ISBN/ISSN

Answer Conditional
The action of a Lender who specifies that they will only fill the request if the Borrower agrees to certain condition(s)--e.g., the item must be returned within three weeks

Answer Hold
The action of a Lender who cannot supply the requested item immediately, but will reserve it (place it on hold) when it becomes available

Answer Nonsupply
The action of a Lender who cannot supply the item requested

Answer Retry
The action of a Lender who cannot supply the item immediately, but may be able to supply it later if the request reaches the end of the rota without being supplied

Answer Will Supply
The action of a Lender who intends to supply the item

Archiving
Removing completed and inactive requests so that they are no longer visible or accessible to LA Doc Del users

Ariel®
Software which enables users to scan articles and images, and transmit the resulting image over the Internet to other Ariel® workstations, an email address or a Web server

Audit trail
see History

Australian Interlibrary Resource Sharing Code
See ILRS Code

Australian Interlibrary Resource Sharing Directory
See ILRS Directory

Australian Libraries Gateway (ALG)
A free Web-based directory service, developed and hosted by the National Library of Australia. It provides access to information about 5,400 Australian libraries for library professionals and the general public

Australian National Bibliographic Database (ANBD)
The Australian national union catalogue of the holdings of participating Australian libraries and bibliographic records from national cataloguing agencies in Britain, Canada, New Zealand, Vietnam and the United States; the ANBD is the main Libraries Australia database

Authorised
An indication that a request has been received from an end user and can be processed by the request driver once the Auto-Mediator has processed the request. Until a request is authorised, its status will remain idle

Authorisation status
The status of the system message that results from an action by a user

Auto-Mediator
The program which automatically passes a request to the next stage of the process if it meets certain criteria

Barcode
Unique string of letters and/or numbers used to log in to LA Doc Del; used with a password

Borrower
The party that generates an ILL request and sends it to a Lender

Cache
A collection of web page copies stored on your computer's hard disk or in its random-access memory (RAM) or the place in the computer where they are stored. The browser accumulates these copies as you browse the Web. When you click a link or type a URL to fetch a particular web page for which the cache already contains a copy, the browser compares the cached copy to the original. If there have been no changes, the browser uses the cached copy rather than retrieving the original, saving processing and download time.

Cancel
The action of a Borrower who wishes to cancel a request

Cancel Pending
The status of a request where the Borrower has asked to cancel the transaction, but the Lender has not replied

Cancel Reply – No
The action of a Lender who does not accept the cancellation of a request

Cancel Reply – Yes
The action of a Lender who accepts the cancellation of a request

Cancelled
The status of a transaction that the Lender has agreed to cancel

Check error
The indication that there is something wrong with a request that has been sent via ISO

Check Manual
The authorisation status of a transaction which needs manual intervention before the request can be processed further

Checked-In
A terminal status which shows that an item has been received back by the Lender

Client
Software (such as browser software) that sends requests to and receives information from a server, usually running on a different computer; a computer on which client software runs; in a network, a personal computer that requests information or applications from the network server

Close of business
5:00 pm local time or the end of the working day for the supplying library, whichever is earlier.

Complete
An action that indicates that a library has finalised a request. It is preferable to perform the final action(s) and not select complete

Conditional
The status of a request that can only be filled if the Borrower agrees to specific condition(s)

Conditional Reply – Yes
The action of a Borrower who accepts the conditions of the Lender

Conditional Reply – No
The action of a Borrower who does not agree to the conditions of the Lender; the request is automatically sent to the next location on the rota

Cooperative agreement
An arrangement between libraries to give priority to each others interlibrary loans; this may include not charging the recommended ILRS prices

Copy, copy non returnable
An item requested via LA Doc Del that does not have to be returned; usually a paper or electronic copy--e.g., a journal article, chapter of a book

Copyright
The exclusive right given by law to authors, composers or publishers to sell, reproduce or publish a work during a stated period

**Core**
The ILL service level in which an item or a negative response is sent within 5 working days of receiving the request

**Damaged**
A status that indicates that the item was received damaged by the Borrower, or was damaged when the Lender checked in the loan

**Date Created**
The date the request was created

**Date Shipped**
The date the item was sent by the Lender to the Borrower

**Default delivery mode**
The type of delivery to be used when the requesting library has not specified a delivery method

**Default service**
The ILL service level which applies when the supplier cannot meet the core service turnaround time

**Digital Agenda Act**

**DocStore**
DocStore refers to the functionality to attach, send, and receive an electronic document when responding to a request through Libraries Australia Document Delivery.

**Driver**
A computer program that processes LA Doc Del transactions;

**Due Date**
The date by which the item should be returned to the Lender

**Dummy request**
An empty ILL request made to generate a payment

**End user**
A library user who requests interlibrary loans via their library's LA Doc Del membership

**Error**
An indication that something has gone wrong with the request - e.g., an illegal action has been attempted

**Expiry Date**
The date on which the request will be sent to the next location if it has not been actioned

**Express**
The ILL service level in which an item or a negative response is sent within 2 hours of receiving the request

**For Manual Authorisation**
An indication that a request will require a person to authorise the request before it can be processed; used for storing partially completed requests, or requests from end users that require a library's approval

**History**
The list of actions and changes in status shown at the bottom of the ILL Request Screen

**Hitlist**
A list of records retrieved by a search

**Idle**
A status that indicates that the ILL transaction has not started
ILL cycle
An entire interlibrary loan transaction from placing a request to receiving a copy, or returning and checking in a loan

ILL no - see Our Number

ILL Protocol - see ISO ILL Protocol

ILL Request Form
The screen on which ILL requests are made. Some details are usually filled in automatically as the result of a search; or a blank form will need to be filled in manually

ILRS Code
A code of practice for interlibrary loan/document delivery, endorsed by the Australian Library & Information Association (ALIA), the Council of Australian State Libraries (CASL), the Council of Australian University Librarians (CAUL) and the National Library of Australia, which outlines agreed principles and service level standards http://www.nla.gov.au/initiatives/ilrscode/index.html

ILRS Directory

In Process
A status that indicates that a request has been received and is being processed by the Lender

Infotrieve
A commercial Web-based, unmediated document delivery system. To request to Infotrieve via LA Doc Del please contact the Libraries Australia Help Desk. www.infotrieve.com

Interlibrary Loan Protocol Implementors Group (IPIG)
A subset of the Standards Working Group of the Developers/Implementors Group (DIG) established to facilitate use of the international ILL standard (ISO 10160 & 10161) by vendors and service providers

Interloan Status
The indication of whether a location is a LA Doc Del member.

Interoperability - See ISO ILL interoperability

IPIG Profile for the ISO ILL Protocol
A document developed and approved by the Interlibrary Loan Protocol Implementors Group (IPIG) that records a common set of decisions, options, and values. Compliance with the IPIG Profile will advance interoperability among systems claiming compliance, as these systems implement the same optional choices and are developed using the same understandings of the international standard as documented in the IPIG Profile

ISBN
International Standard Book Number

ISO
International Organization for Standardization. Coordinator of the main networking standards; seeks to achieve worldwide agreement on international standards to expand trade, improve quality, increase productivity and lower prices http://www.iso.ch/

ISO 10160 / 10161 - see ISO ILL Protocol

ISO ILL interoperability
The ability of computers to communicate with each other using the ISO ILL protocol

ISO ILL Protocol
A set of international standards, ISO 10160 / 10161, which specifies how interlibrary loan transactions should take place between the Borrowers interlibrary loan system and a Lenders interlibrary loan system

ISSN
International Standard Serial Number

Librariesaustraliadocdel-l email discussion list
An email discussion list to keep LA Doc Del users up to date, and provide a forum for sharing ideas

LA Doc Del Payments Service
The service that manages the financial transactions of supplying and requesting libraries

**Lender**

The party that receives an ILL request sent by a Borrower

**Loan**

An item that can be requested but must be returned; usually a hard copy – e.g., a book, videotape

**Local Number**

A unique number assigned to each record in a bibliographic database. Local number in the training exercises refers to the unique bibliographic record number in the ANBD Training Database.

**Location**

A site that requests and/or supplies material via LA Doc Del

**Location code**

A NUC symbol

**Location symbol**

A NUC symbol, or the first five characters of the NUC symbol without punctuation

**Login, logon**

A combination of a users barcode and password, used to connect to LA Doc Del

**Long Description**

The name of a library, up to 40 characters long

**Lost**

A status that indicates an item cannot be found

**Mandatory fields**

Fields predefined by the system that must be completed before a request is sent

**Material Type**

The type of publication of a requested item

**MARC record**

The machine readable format of a bibliographic record

**Mediated search**

A search performed by an end user with the authorisation or assistance of a library

**Message – see Note**

**National Resource Sharing Working Group (NRSWG)**

A group of interlending practitioners set up by the National Library of Australia, and supported by the Council of Australian State Libraries (CASL), the Council of Australian University Librarians (CAUL), the Australian Library and Information Association (ALIA) and the Australian Library Collections Task Force, to ensure that a robust, reliable and cost-effective interlending system, built on cooperation and agreed service standards and policies, is in place to serve Australian libraries and their users

**National Union Catalogue (NUC) symbol**

A librarys unique identifier issued by the National Library of Australia

**NCIP**

NISO Circulation Interchange Protocol = Z39.83. A standard to facilitate communication between circulation and interlibrary loan systems

**Need by Date**

The date by which an item is required by the Borrower

**Non-LA DOC DEL library**

A library which is not a member of LA Doc Del
Note
The action of sending information between a Borrower and a Lender

Not Supplied
A status that indicates that the request cannot be supplied by the Lender; or the transaction has expired

Operating system
The platform that allows other programs to run within it – e.g., Windows XP, Macintosh X

Our Number
The number allocated to a request when it is initiated by a Borrower, or to a response by a Lender

Overdue
A status notified by a Lender to a Borrower to remind them that the item should have been returned

Password
A string of letters and/or numbers that authorises a user to log in to LA Doc Del; used with a barcode

Patron Name
The name of the patron who placed the request

Payments Gateway
The program used by the National Library to process incoming LADD and ISO requests

Pending
A status that indicates that a request has been made and the item is expected from the Lender; or a message has been received stating the item will be supplied or placed on hold; or that the request has been forwarded to another location

Processed
An authorisation status that indicates that a request has been picked by a driver and successfully processed

Read
An authorisation status that indicates that a Lender has looked at a request from a Borrower

Recall
A status that indicates that Lender has asked for an item to be returned before the due date

Received
A terminal status that indicates that the Lender has received the item, and the transaction is finalised

Reciprocal borrowing
Interlibrary loan activity between libraries that do not charge each other

Recommended price
The price of an interlibrary loan proposed by the ILRS Code, GST inclusive

Renew
An action taken by a Borrower who wants to extend the loan period

Renew Answer – No
The action of a Lender who refuses to renew a loan

Renew Answer – Yes
The action of a Lender who agrees to renew a loan

Renew / Pending
A status that indicates that a request has been made to renew a loan

Request
The action in which a Borrower asks a Lender to lend an item

**Requestrer** – see Borrower

The party that generates an ILL request and sends it to a Lender

**Requestrer Symbol**

The Location ID of the Borrowers institution

**Responder** - see Lender

**Responder Symbol**

The Location ID of the Lenders institution

**Returned**

A status that indicates that the Borrower has shipped the item back to the Lender

**Rota**

The list of Lenders (LA Doc Del members); it can be manipulated by a Borrower according to their own criteria

**Rush**

The ILL service level in which an item or a negative response is sent in the afternoon of the same day if the request is received in the morning; or on the morning of the next working day, if the request is received in the afternoon

**Server**

A computer on which server software runs; a computer which shares its resources with other computers on the network, frequently storing the main files and applications; part of the client-server software architecture that provides a service to another computer system (client) over a network. It receives requests from and sends information to a client that is usually running on a different computer

**Service Level**

The level of service required by the Borrower according to the ILRS Code: Core, Rush or Express

**Service Type**

The specification of whether the request is for a Loan or a Copy Non Returnable

**Shipped**

An action and a status that indicate that the Lender has sent the item to the Borrower

**Short Description**

The NUC symbol

**Simple Search**

Keyword search of database(s) using a single search term – e.g., title, author

**SQL error**

An error that occurs when too much information is entered into a field, usually the ISBN field

**Status**

The position of a request at a given point in the request cycle – e.g., In Process, Shipped

**Supplier turnaround time**

The time between a supplying library receiving a request to when the item is sent, electronically or picked up by the delivery service, or when the supplying library indicates it cannot supply the item

**Suspend from the Rota**

The act of withdrawing a library's participation in LA Doc Del temporarily

**Terminal status**

The status reached when an ILL transaction is finalised. For a Copy Non Returnable this occurs when the Lender ships the item and the Borrower receives it. For a Loan this occurs when the Borrower returns the item and the Lender checks the item in. Unfilled requests reach the terminal status of Not Supplied

**Their Number**
A number that uniquely identifies a set of ILL transactions. This number identifies the other party's record of the request

**Unread**
A status that indicates that the request is waiting to be received by a Lender

**To Be Authorised**
An authorisation status that shows that a request has been entered into LA Doc Del, and is waiting for the Auto-Mediator to pick it up and send it to the first location on the rota

**Unmediated search**
A search performed by an end user without the authorisation or assistance of a library

**VDX**
Virtual Document eXchange. The interlibrary loan management system developed by OCLC (formerly Fretwell-Downing Informatics, formerly OCLC Pica), and used by LA Doc Del members.

**Working day**
Monday to Friday excluding public holidays

**Z39.50**
An international standard ISO 23950, ANSI/NISO Z3950, that facilitates searching and retrieving bibliographic data from remote databases