

"DocEx for Interlibrary Loans" User Guide

This guide explains how to use USQ Library's online interlibrary loan system, DocEx. DocEx allows USQ staff and postgraduate students to place requests online for material **not held** by USQ Library.

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1. Logging into DocEx

From the Library homepage <http://library.usq.edu.au/>

- a) Under the heading "Get it", click on the "**DocEx**" link
- b) Enter your **UConnect** username and password (and ensure UConnect is the Type).

If you are unable to login, please contact USQ Library on x2462 (internally) or 1800 063 632 (within Australia), or email libdds@usq.edu.au

2. Searching and requesting via DocEx

Search for your required item

The purpose of this search function is to help you identify and verify the item you require. If you do not locate the item you need, just click on "Create a Request" to fill in a blank request form. (See 2.2 below)

Once your request is submitted, the DocEx system and Library staff will then identify the best locations from which to order the interlibrary loan.

At the DocEx basic search screen:

- a) **Select Interlibrary Loan Catalogue** as the Database or Catalogue to search
- b) To search for **exact titles** or phrases, type the title within **quotation marks**
e.g. "journal of science and medicine in sport",

OR

You can search for a combination of **keywords** from anywhere in the record
e.g. journal medicine science sport (will search for all catalogue records that mention these four words)

- c) To narrow down your search, try an **Advanced Search**. This enables you to select specific fields like “Title” or “Author”.
- d) The **results** of your search will then display. Click on **Details** for more information about a particular item.
- e) Click on "**Want this?**"
- f) Click on **Request Form** to open up a form requesting that item.

2.1 Request Form

1. On the request form, particular attention needs to be paid to the **red font**.
 - a. Choose item type – **Book** or **Journal** or **Other**. The form fields will adjust accordingly.
 - b. Choose whether you wish a **Loan** or a **Photocopy**
 - c. If you do request a photocopy, please include all details about the part you want copied in the **Part Details** box
 - d. We will obtain your requested item as soon as we can, but if you have a cut-off date after which you do not require the item, please adjust the “Request Expiry” field. Your request will be cancelled if we are unable to obtain the item by that date. Note: date must be entered in the dd-mon-yyyy format e.g. 12-NOV-2011.
 - e. Please include any Special instructions that you would like such as:
 - i. Alternate delivery instructions
 - ii. Any relevant information regarding the source of your requested item
 - f. Select the relevant account to which the interlibrary loan should be charged e.g. “Faculty Quota – Arts” or “Interlibrary loan quota”.
2. Click **Submit** and a Request Confirmation screen displays. Your request has been successfully placed.
3. Click on **Search Results** in the left frame to go back to your previous search or to do a new search, click on **Search**

OR

2.2 Blank Request Form

If you have any difficulty verifying your reference via the Search mode, then click on ‘**Create a request**’ in the left hand list to obtain a **blank request form** which you can fill in and submit.

3. Tracking your requests

1. Select ‘**My requests**’ from the left hand menu.
2. Click on ‘**GO**’. Your requests will then display from the most recently requested back.
3. The request status will display for each request. For an explanation of these statuses see below.
4. To find out a little more information about the request, click on ‘**View**’.

4. Explanation of Status messages

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|----------------|---|
| Idle | The request has not yet been ordered, and needs further verification by Interlibrary Loans staff. |
| Pending | Request has been ordered by Interlibrary Loans staff. |
| Shipped | Item has been sent by the supplying library and is on its way to USQ. |
| Conditional | Further information is required by the supplying library. Interlibrary Loans staff will follow up on this. |
| Not Supplied | Item cannot be supplied by any libraries identified by the system. Interlibrary Loans staff will investigate alternate sources. |
| Received | Item has been received. Check your email for information on accessing this document or loan. |
| Returned | Item has been returned to the supplying library. |
| Renew Pending | A renewal request has been sent to the supplying library but no response has yet been received. |
| Cancel Pending | A request cancellation has been sent to the supplying library but no response has yet been received. |
| Cancelled | The request has been cancelled and no further action will be taken by Library staff. Please contact Interlibrary loans if you wish to discuss any cancelled requests. |

5. Delivery of requested articles / documents

Most documents requested via interlibrary loans can be accessed from your desktop once they have been "Received". You will be notified by email when the document arrives.

To access this document:

1. Select ‘**My Requests**’ from the left-hand list.
2. Click on ‘**Go**’.
3. Find the relevant request and click on ‘**View**’.
4. Click on the **.pdf file link** and the document will open up in Adobe.

Documents are scanned directly from the supplying library. Please report any access problems, missing pages or quality issues immediately to USQ Interlibrary Loans on extension 2462 or libdds@usq.edu.au.

Note: Please print a copy of this document only. Due to copyright restrictions, it is illegal to save this document to your PC, or ‘communicate’ this item to others. Documents are automatically deleted from DocEx seven days after you first view the document.

Some documents are supplied as print documents by other libraries (usually due to licensing or technical restrictions). These print documents will be forwarded to you via USQ internal mail or post.

6. Loan material

For Toowoomba staff and on-campus students, all loan material can be borrowed from the Loans Desk of Level 3 of the Library. Material for students and staff located at other campuses or off-campus will be posted out. You will be notified by email when your requested item is ready for collection or has been posted.

7. Contact information for Interlibrary Loans

If you have any queries regarding DocEx, your requests, or the Interlibrary Loans service in general, please contact Interlibrary Loans staff.

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| Email | libdds@usq.edu.au |
| Phone | Interlibrary Loans Officer (07) 4631 2462 Off-Campus Services Coordinator (07) 4631 2457 |
| Fax | (07) 4631 2920 |
| Address | Inter-Library Loans The Library University of Southern Queensland TOOWOOMBA QLD 4350 |
| Location | Level 2 of the Toowoomba Library (Note: Interlibrary loan books are collected from the Loans Desk at each campus) |