

Document Supply Services

Quick Guide

The DSS Portal makes requesting easy! Search for your item and select from the results list. Your form will be automatically filled with the item details needed for the request. If you can't find a record, or if the item is unavailable in Australia, complete the blank Create Request form.

Requesting an item

1. Log in to the Document Supply Service (DSS) Portal using your ANU ID and password. If you are having difficulty please read the login help on the main DSS webpage.
2. Enter a word, phrase, ISBN/ISSN in the **Search Term** field (other options are available in the dropdown menu).
Note: for a known item, use a phrase search of the title and the author (for example "Law and the image" plus "Douzinas") or use the ISBN (Books) (for example 0226569535) or ISSN (Journals).
3. Select **Search**.
*Note: If your search does not return any results, select the **Create Request** link in the left hand menu and complete the blank Create Request form.*
4. Select **Request** under the required item in the results list. The request form will be automatically populated with the information.
5. If you require a loan, ensure **loan** button is selected. If an article or chapter is needed change the **Service** from **Loan** to **Copy** and add extra details in the **Part Details** field. Journal article requests should automatically default to **Copy**.
6. Payment information
 - a. **Rush requests**

A service fee is charged, and requests are actioned within two working days.

 - Change the **Need by Date** by adding two (2) days from today's date (use the date format **DD, Month** (in 3 letters), **YYYY**. For example 23 Apr 2013).In the **Special Instructions** box, add:
 - **Rush** to indicate you agree to pay the service cost
 - Either **self** or the **department code** to indicate who is paying.

Additional Information

Need by Date (for RUSH requests add 2 days from today)

Format e.g. 12 Dec 2013:

***Email:**

Special Instructions (comments and/or payments):

If you agree to pay service costs:

Add who will pay: Self or Dept Code

Add request type: Rush, Overseas or Local (Local = ANL, ADFA, AUC or AACU) :

b. **Local library requests**

A service fee is charged for requested items held at local libraries including the National Library of Australia, ADFA Library, University of Canberra and the Australian Catholic University (Canberra Campus).

In the **Special Instructions** box, add:

- **Local** to indicate you agree to pay the service fee
- Either **self** or the **department code** to indicate who is paying.

Additional Information

Need by Date (for RUSH requests add 2 days from today)
Format e.g. 12 Dec 2013:

***Email:**

Special Instructions (comments and/or payments):
If you agree to pay service costs:
Add who will pay: Self or Dept Code
Add request type: Rush, Overseas or Local
(Local = ANL, ADFA, AUC or AACU) :

c. **Overseas requests**

A service fee is charged for items that can only be supplied from overseas.

In the **Special Instructions** box, add:

- **Overseas** to indicate you agree to pay the service fee
- Either **self** or the **department code** to indicate who is paying.

Additional Information

Need by Date (for RUSH requests add 2 days from today)
Format e.g. 12 Dec 2013:

***Email:**

Special Instructions (comments and/or payments):
If you agree to pay service costs:
Add who will pay: Self or Dept Code
Add request type: Rush, Overseas or Local
(Local = ANL, ADFA, AUC or AACU) :

7. *Note: for a complete guide to the services fees visit anulib.anu.edu.au/using-the-library/document-supply-services/for-anu-staff-and-students/service-costs*

8. Add any additional notes/comments in the **Special Instructions** box.

9. Select the **Pick up Location** from the drop down menu.

10. Select **Request**.

When the request is submitted a summary of your request will be displayed and the system will assign a request number. You can use **My DSS Requests** to track your request.