Document Supply Services
User Guide

Before you start .................................................................................................................. 2
Requesting an item—search and request ........................................................................ 3
Requesting an item—create request .................................................................................. 9
DSS Portal—menu ................................................................................................................. 12
  Search ............................................................................................................................... 12
  Results ............................................................................................................................... 12
  My DSS Account ............................................................................................................... 12
Before you start

1. Check the Library Catalogue to ensure your item is not held by the ANU Library.

2. Check Trove to see if the resource is available locally. Please note:
   > staff and postgraduate students can borrow from the local university libraries listed in step three below.
   > National Library of Australia resources are open access, meaning they can be accessed but not borrowed.

3. Check if payment is required. Service costs apply for students and staff making:
   > **Rush** requests (actioned within 2 working days)
   > **Local library** requests (items held at the National Library of Australia (ANL); University of Canberra (UC); the Australian Catholic University Library, Canberra Campus (AACU), and the ADFA Library)
   > **Overseas** requests
   > **Undergraduate** requests (if not available via ArticleReach).

Add your **department code** or **self** (if paying personally) to the Special Instructions box on the request form (see page 5). Leave blank if you are unsure if there is a service cost. DSS staff will contact you via email advising of service costs before proceeding with the request.
Requesting an item—search and request

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.

1. Log in to the Document Supply Servcie (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). Use the operators or, and, or and not to refine the search. You will be asked for chapter or article details later.

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 (see instructions on page 9).
4. To refine your search:

   a. add one or more additional keywords in the search box at the top of the results page. Select **Refine This Search**.

   b. filter your current search results, by selecting **Filter Options** in the left hand menu. This will allow you to filter the current results by date, format or language.
5. Select **Request** under the required item in the results list. The request form will be automatically populated with the information.

6. 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**.
7. 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](image1.png)

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](image2.png)
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](image1)

*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.

![Holdings](image2)
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.
Requesting an item—create request

If an item is not found using the Search and Request option (above) or if it is known to be unavailable in Australia use the Create Request form.

1. Select the Create Request link in the left hand menu.

2. Change Format (if required item is not a book) using the drop-down menu.
   Note: if an article or chapter is needed change the Format drop-down to Article Printed or Part of Book. The Service will automatically change to Copy.

3. Add as much information as possible in the Part Details and Publication Details sections.
4. 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](image1)

   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](image2)
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](image)

   *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*

5. Add any additional notes/comments in the **Special Instructions** field.

6. Select the required **Pick up Location** from the drop down menu.

   ![Holdings](image)

7. Select **Request**.

   When the request is submitted a summary of your request will display and the system assigns a request number. You can use **My DSS Requests** to track your request.
DSS Portal—menu

Search
Search History Provides search history for this session only. Allows you to edit and rerun searches.

Results
Search Results The list of your search results. You can refine the search, making it more specific by adding one or more keywords in the search box at the top of the results page and clicking Refine This Search.

Save This Search You can save searches and delete, edit, or re-run them later. Note that what you are saving is the search strategy. You are not saving actual search results. When you re-run a saved search, you will retrieve new items that may have been added since your last search. (See Saved List for information on saving search results).

To save a search, perform a search and select Save this Search (under Results). To access your list of saved searches, select Saved Searches in the My DSS Account menu.

Filter Options After running a search and obtaining a results list you can narrow the result set. You can filter your search results by Date, which will display only the items published in a particular year, or range of years. You can also restrict results to items published before a certain year (to box) or after a specific year to the present (from box). You can also filter the results by item Format and Language. Select one or more filter values from the boxes.

My DSS Account
Saved List Save search results to a list, then email, request, print or export your saved records. Each item in your search results displays with a Save icon. Click the Save icon to add a record to the Saved List.

A message confirms that the record was saved and the Save icon no longer appears. This means you cannot accidentally save the same record twice. Your Saved List is session-specific. When you log out (or when your session times out due to inactivity), records are automatically cleared from your list.

To view the items you have saved, choose Saved List on the My DSS Account menu.

Saved Searches This is a list of previously saved searches. You are able to delete, edit, or re-run searches. When you re-run a saved search, you will retrieve new items that may have been added since your last search. If you edit a saved search, your edits will not be saved automatically. Select Save Search after running an edited search if you want to save the edited search.

Create Request If you don't find the items you need while searching you can fill in a blank form. A blank request form displays when you click Create Request. The fields displayed in the form may change depending on the Format of item you choose to request, e.g. DVD rather than Book Printed. Fill in as much information as you can. To send the request to your library, select Request.
My DSS Requests

Use My DSS Requests to view and track the status of your Interlibrary Loan requests.

The Request List is a summary of the requests you’ve sent to the ANU Library, including all currently active requests that are not yet completed. For each request, you can see the ILL Number, Title, Author, ILL Status, Pickup Location and the Due Date (or your Needed By date).

**ILL Status** shows the current progress of your request — see below.

- **New**: The ILL requesting process has not yet started.
- **Pending**: The ILL process has started but your request is still pending.
- **Shipped**: The ILL supplier has sent the item.
- **Received**: The item has been received at your requesting library.
- **Overdue**: Your request is overdue at the supplying library.
- **Returned**: The item has been sent back to the supplying library.
- **Recalled**: The supplying library has asked for the item to be sent back.
- **Cancelled**: For whatever reason your request is now cancelled.

The Due Date is the date when you should return the item to your home organization. If the Due Date is not yet known your Needed By date is displayed.

DSS Home

The Document Supply Services homepage on the ANU Library website.