

## Trove Collaborative Services

### Trove Partners Resource Sharing – Learning Journey

#### Module 4 – Receive and Complete

##### Transcript

00:00:05:20 - 00:00:07:09

Module four

00:00:07:09 - 00:00:10:09

receive a request

and complete a transaction.

00:00:11:14 - 00:00:16:00

Hello, and welcome to the Trove Partners

Resource Sharing video tutorial series.

00:00:16:12 - 00:00:20:15

The purpose of this series

is to provide training on the Trove Partners

00:00:20:15 - 00:00:23:15

Resource Sharing system.

00:00:23:19 - 00:00:25:22

As we begin, we would like to acknowledge

00:00:40:11 - 00:00:44:13

This video is module four for step three

00:00:44:19 - 00:00:49:05

- receive a request and step four  
complete a transaction.

00:00:50:03 - 00:00:55:11

By the end of this video tutorial,  
participants will know how to receive

00:00:55:11 - 00:01:01:04

a request and complete a resource  
sharing transaction using Trove Partners

00:01:01:04 - 00:01:04:04

Resource Sharing.

00:01:04:08 - 00:01:06:19

This module focuses specifically

00:01:06:19 - 00:01:10:15

on requesting  
for the TPRS reciprocal service

00:01:12:05 - 00:01:16:21

Pay for peer requesting will  
be covered in a later module.

00:01:17:05 - 00:01:19:08

Before watching this tutorial,

00:01:19:08 - 00:01:22:22

we recommend watching module

two create a loan

00:01:23:22 - 00:01:26:22

and module three action a request.

00:01:27:08 - 00:01:30:13

Step three receive is a third

00:01:30:13 - 00:01:33:20

step of the standard request lifecycle

00:01:34:07 - 00:01:37:18

and is from the perspective  
of the requesting partner.

00:01:39:11 - 00:01:42:19

Step three is the final step  
for digital copy request

00:01:43:08 - 00:01:46:08

and the second last step  
for physical loans.

00:01:47:16 - 00:01:51:04

The workflow lives within the dashboard

00:01:52:09 - 00:01:54:14

where the requesting partners

00:01:54:14 - 00:01:58:09

receive the results, either

a physical loan or a digital copy

00:01:59:01 - 00:02:03:14

provide patron access to the resource

and if a physical loan,

00:02:03:18 - 00:02:04:21

return ships

00:02:04:21 - 00:02:07:14

the resource.

00:02:07:14 - 00:02:11:22

The next step in the workflow

is for the supplying partners

00:02:11:22 - 00:02:15:23

of a loan item

to complete the transaction.

00:02:18:16 - 00:02:22:03

You can see that once

the requester have shipped back

00:02:22:03 - 00:02:26:08

the item, the status of this transaction

has now changed to return shipped.

00:02:30:06 - 00:02:33:06

Open the request detail display

00:02:34:10 - 00:02:37:10

and scan the request ID.

00:02:45:00 - 00:02:45:24

This process

00:02:45:24 - 00:02:48:24

move the status of the request to complete

00:02:49:02 - 00:02:52:02

and finalise the request transaction

00:02:52:20 - 00:02:55:20

on the supplier side.

00:02:56:02 - 00:02:57:20

The requester can now see that

00:02:57:20 - 00:03:00:20

the request status is complete by

00:03:03:03 - 00:03:06:03

the supplying library

00:03:08:07 - 00:03:11:07

in the full audit trail.

00:03:21:02 - 00:03:22:11

And you can see that

00:03:22:11 - 00:03:25:11

the transaction status is now complete.

00:03:35:18 - 00:03:37:11

After this step,

00:03:37:11 - 00:03:41:19

the supplying library can raise any issue  
with the requesting organisation

00:03:41:19 - 00:03:45:09

using the messaging functionality  
in the top of your screen.

00:03:45:14 - 00:03:48:14

Top right of the screen.

00:03:53:16 - 00:03:54:15

This can be used

00:03:54:15 - 00:03:59:00

if the condition of the returned item

00:03:59:21 - 00:04:02:21

was damaged.

00:04:07:20 - 00:04:08:21

You have now completed

00:04:08:21 - 00:04:11:21

step four of the workflow.

00:04:15:20 - 00:04:16:19

Step four.

00:04:16:19 - 00:04:21:03

Completing a transaction  
is the last step of the loan request

00:04:21:07 - 00:04:26:01

lifecycle and is from the perspective  
of the supplying Trove Partners.

00:04:27:17 - 00:04:29:18

These workflow leads in the

00:04:29:18 - 00:04:33:18

dashboard, where the supplying partner  
receives the return resource

00:04:34:03 - 00:04:36:24

and completes the request.

00:04:37:07 - 00:04:40:21

Once the supplying partner has received  
the returned item

00:04:42:03 - 00:04:45:03

logged into the ILL supply app,

00:04:45:13 - 00:04:48:13

then open request detail display, and

00:04:49:14 - 00:04:52:14

scan the request ID.

00:04:53:01 - 00:04:53:19

This process

00:04:53:19 - 00:04:58:06

move the status of the request to complete  
and finalises

00:04:58:06 - 00:05:01:06

the request transaction.

00:05:02:01 - 00:05:03:21

The requester can now

00:05:03:21 - 00:05:06:21

see the request status is complete.

00:05:07:23 - 00:05:10:05

The supplying library can raise

00:05:10:05 - 00:05:15:18

any issue with the requesting organisation  
using the messaging functionality

00:05:15:18 - 00:05:18:18

in the top right of your screen.

00:05:21:06 - 00:05:22:09

You have now completed



00:05:22:09 - 00:05:25:09

module four, receiving a request

00:05:25:14 - 00:05:29:18

and completing a transaction

through Trove Partners Resource Sharing.

00:05:30:02 - 00:05:31:21

Thank you for watching.

00:05:31:21 - 00:05:34:11

You can find more training and information

00:05:34:11 - 00:05:37:11

in the Trove Partners Learning Hub.