Trove Partners Resource Sharing

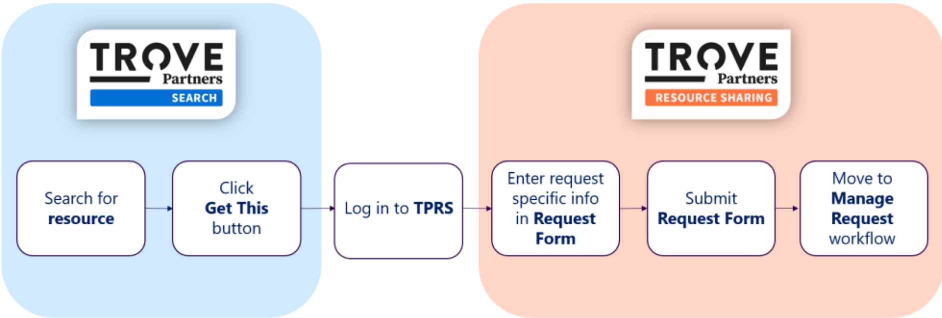
Module Two

Workflow Step One: Create

Overview

This module covers the first step in the request life cycle from the perspective of the requesting Trove partner. The process begins in Trove Partners Search and moves to the TPRS Dashboard to initiate a request.

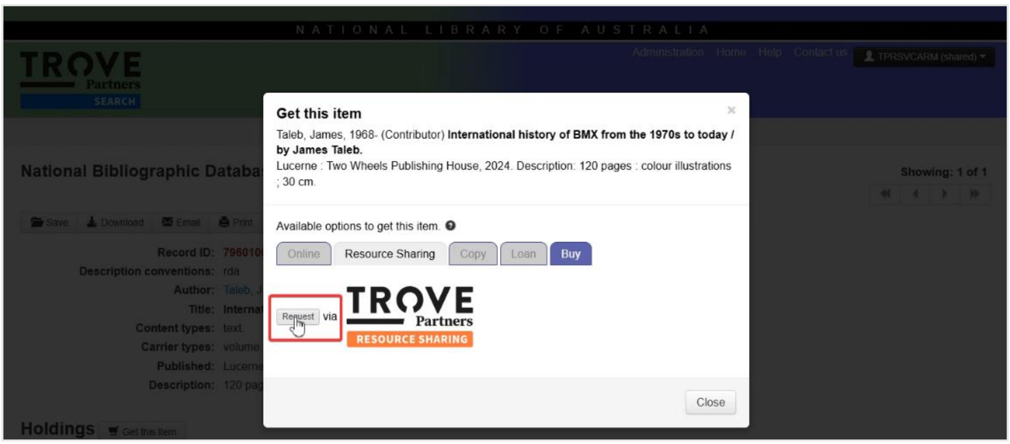
This process is tailored for reciprocal borrowing. Pay for Peer resource sharing will be covered in a later module.

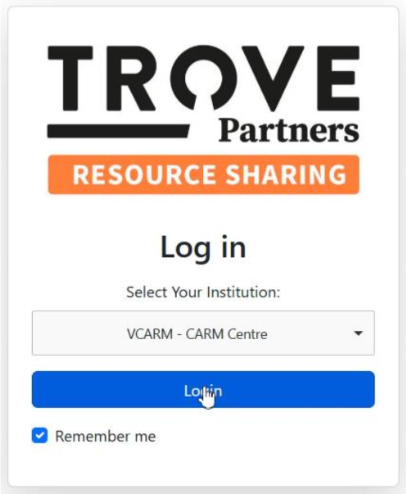


Starting a Process

1. **Search for a Resource:** Begin in Trove Partners Search to find the resource you want to request.

2. **Initiate request:** Click the *Get this item* button on the Actions toolbar. This will open a pop up with multiple options to obtain the item. Select the *Resource Sharing* tab and click the *Request* button.



<table>
<tr>
<td>Logging into TPRS</td>
<td>
Select Institution and Log In: After clicking the Request button, you will be redirected to the TPRS Dashboard. Select your institution and log in. TPRS will remember your institution and login credentials for a day.


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<tr>
<td>Completing the Request Form</td>
<td>
Complete the request form for physical loans and copy requests as follows:

Pre-filled information: The Request Form is partially auto-populated from metadata in the Australian Bibliographic Database, including fields like title, author, ISBN, publisher, publication date, and place of publication.
Mandatory fields: Complete all mandatory fields marked with red asterisks:

Requesting user ID
Pickup location
First name – name of staff member making the request
Last name – last name of staff member making the requesting
Delivery email – where notifications or copy requests are delivered
Title
Author – if no author is provided enter “n/a” to populate the mandatory field

Additional information:
Additional information fields to select

Service type
Service level
Patron note (optional) - information in this field will be received by the supplying library
Internal note (optional) - information in this field will remain with the requesting library

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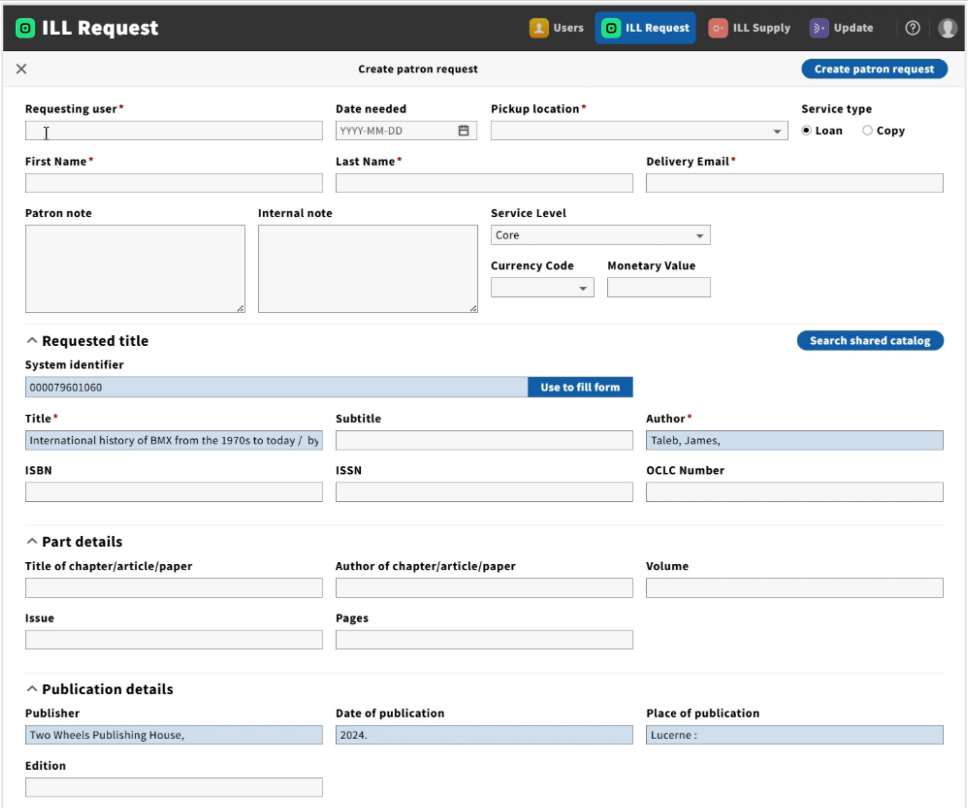

ILL Request
Users
ILL Request
ILL Supply
Update
Create patron request
Create patron request
Requesting user*
Date needed
YYYY-MM-DD
Pickup location*
Service type
Loan
Copy
First Name*
Last Name*
Delivery Email*
Patron note
Internal note
Service Level
Core
Currency Code
Monetary Value
Requested title
Search shared catalog
System identifier
000079601060
Use to fill form
Title*
International history of BMX from the 1970s to today / by
Subtitle
Author*
Taleb, James,
ISBN
ISSN
OCLC Number
Part details
Title of chapter/article/paper
Author of chapter/article/paper
Volume
Issue
Pages
Publication details
Publisher
Two Wheels Publishing House,
Date of publication
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Place of publication
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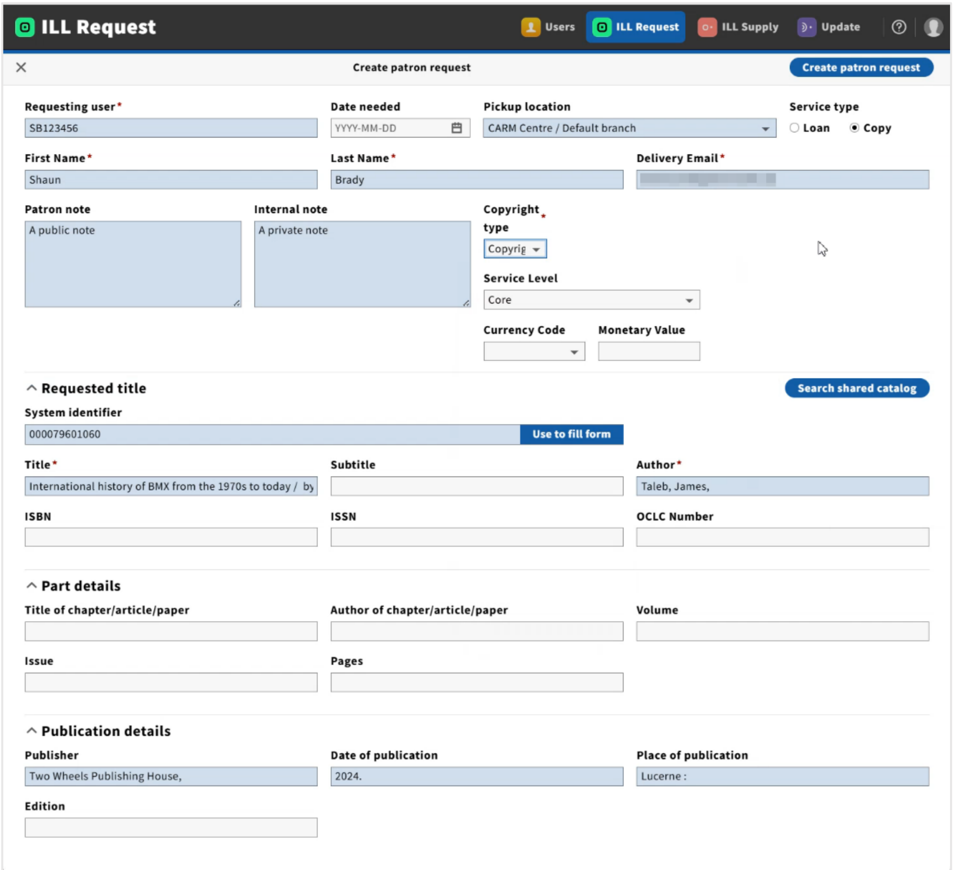

ILL Request
Users
ILL Request
ILL Supply
Update
Create patron request
Create patron request
Requesting user*
SB123456
Date needed
YYYY-MM-DD
Pickup location
CARM Centre / Default branch
Service type
Loan
Copy
First Name*
Shaun
Last Name*
Brady
Delivery Email*
Patron note
A public note
Internal note
A private note
Copyright type*
Copyrig
Service Level
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Author*
Taleb, James,
ISBN
ISSN
OCLC Number
Part details
Title of chapter/article/paper
Author of chapter/article/paper
Volume
Issue
Pages
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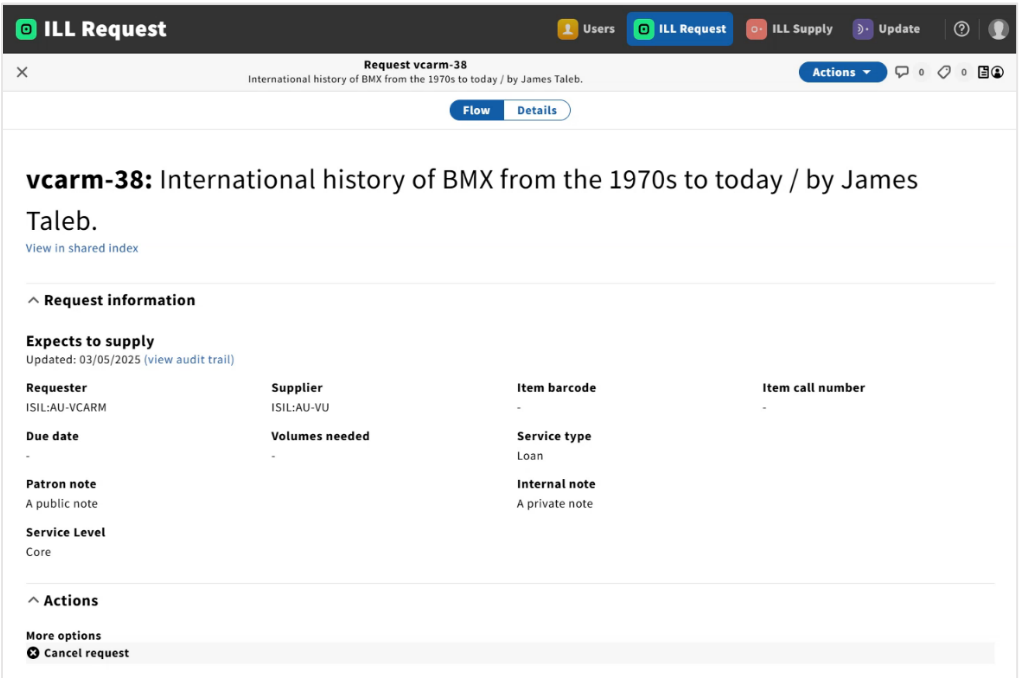
Submitting the Request	1. **Review and submit:** Review the form and click the *Create patron request* button in the top right corner. 2. **Supplier selection:** TPRS will automatically assign a supplier based on your network preferences and holdings within the ANBD.
Managing the Request	The user will now be taken to the request's detailed display within the ILL Request app.



1. **Request status**: The request will be displayed with its current status. You can view detailed information and perform actions.
    - **Request ID and title**: Displayed in the top left.
    - **Request information**: Includes status, requester's NUC, supplier's NUC, notes, service type, and level. For Copy Requests, details of the requested section and copyright type are also shown.
    - **Actions**: Depending on the request stage, you can perform actions such as cancelling the request or return ship the resource.
2. **Details tab**: Provides information such as the requesting user and an audit trail of the request's state changes.

Audit trail

Reverse chronological

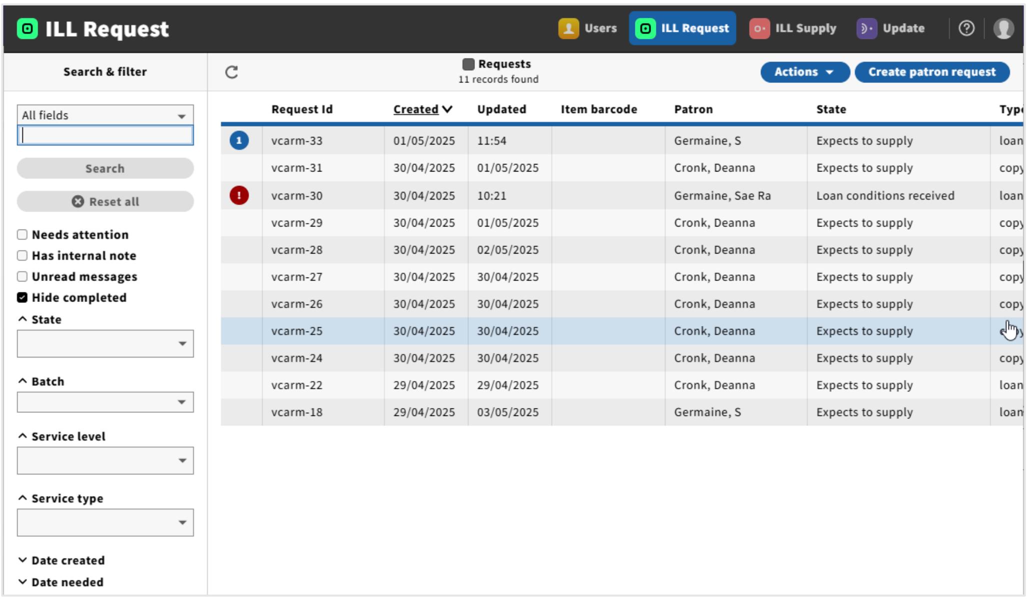
#	User	Date	From state	To state	Message
5		03/05/2025, 12:09:20	Request sent	Expects to supply	Request Response message received
4		03/05/2025, 12:09:19	Supplier identified	Request sent	Executing event: STATUS_REQ_SUPPLIER_IDENTIFIED_ind
3		03/05/2025, 12:09:19	Validated	Supplier identified	Request sent to external broker
2		03/05/2025, 12:09:19	New	Validated	Executing event: Req_New_Patron_Request_ind
1		03/05/2025, 12:09:19	New	New	Patron validated. (No host LMS integration configured for borrower check call)

3. **Icons:** Located in the top right, indicate attached notes and allow for supplier-to-requester messaging once a supplier is attached.

Using the ILL Request App

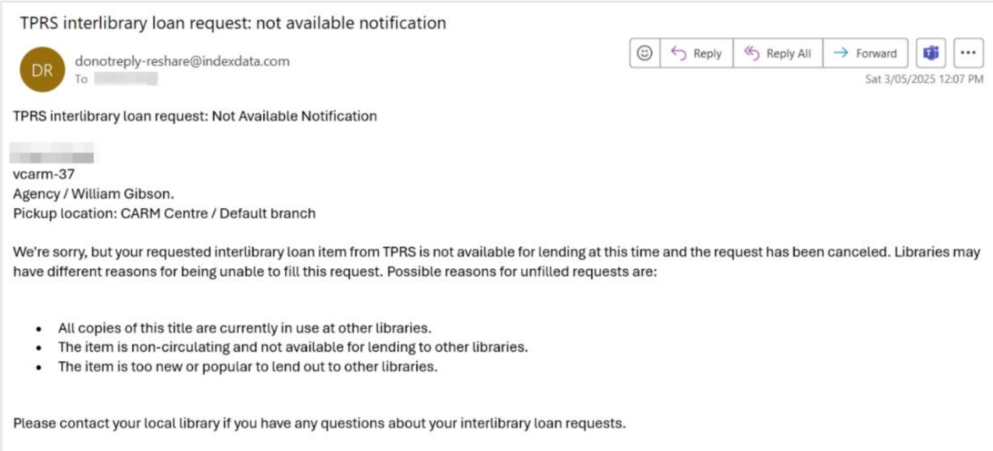
The ILL Request app is where you manage outgoing requests.

1. **Search and Filters:** Use the search and filters on the left-hand side to find requests by state or Request ID.
2. **Viewing Completed Requests:** Completed requests are hidden by default. Uncheck the Hide complete tick box to view historical records.
3. **Notification Badges:** Coloured badges are displayed to the left of Request IDs on the request list:
    - **Blue Badge:** Indicates you have an unread chat message from a supplier.
    - **Red Badge:** Alerts you to an outstanding issue requiring your attention, such as loan conditions that require your acceptance.



Handling Requests with No Supplier	If your request cannot find a supplier, it will enter the status of *End of Rota* and be marked for review before it can be closed.

1. **Notification Email:** You will receive an email notifying you that the request has reached the End of Rota status.


TPRS interlibrary loan request: not available notification

DR donotreply-reshare@indexdata.com
To [redacted]

Reply | Reply All | Forward

Sat 3/05/2025 12:07 PM

TPRS interlibrary loan request: Not Available Notification

[redacted]
vcarm-37
Agency / William Gibson.
Pickup location: CARM Centre / Default branch

We're sorry, but your requested interlibrary loan item from TPRS is not available for lending at this time and the request has been canceled. Libraries may have different reasons for being unable to fill this request. Possible reasons for unfilled requests are:

- All copies of this title are currently in use at other libraries.
- The item is non-circulating and not available for lending to other libraries.
- The item is too new or popular to lend out to other libraries.

Please contact your local library if you have any questions about your interlibrary loan requests.

2. **Mark reviewed:** To close and complete the request click the *Mark reviewed* button.
3. **Revised Request:** Returning to the request's detailed display, you will have the option to create a revised request. This action will reuse data from the completed request to streamline the creation of a revised request.