

Trove Partners Resource Sharing

Module Three

Workflow Step Two: Action

Overview

This module covers the second step in the standard request life cycle from the perspective of the supplying Trove partner. The process is managed through the TPRS Dashboard, where the partner decides whether to supply the resource.



Reviewing New Requests for Supply

Trove Partners will receive an email notification when a new Request for Supply is awaiting your response. Follow these steps to review the requests:

1. **Check your system notification email address:** Look for notifications indicating new Requests for Supply.
2. **Login:** Log in to your institution's TPRS Dashboard.
3. **Navigate to ILL supply:** Select the ILL Supply app in the top right-hand corner. This app is used for all incoming requests to supply.

Managing Incoming Requests

1. **View Requests:** Use the search and filters on the left-hand side to find requests by state or Request ID. Completed requests are hidden by default.
2. **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 requester.
 - **Red Badge:** Alerts you to an outstanding issue requiring your attention such as the requester cancelling the request, which requires my acceptance.
3. **Select Request:** Click on a new request (state: *New*) to see more details

Request Id	Created	Updated	State	Type	Requester	Item barcode	Location
vcarm-39	16:12	16:17	New	loan	ISIL:AU-VCARM		
vcarm-38	12:09	12:55	Cancel request received	loan	ISIL:AU-VCARM		
awvh-30	02/05/2025	02/05/2025	New	copy	ISIL:AU-AWVH		
awvh-33	02/05/2025	02/05/2025	New	copy	ISIL:AU-AWVH		
tesox-21	02/05/2025	02/05/2025	New	copy	ISIL:AU-TESOX		
tesix-23	02/05/2025	02/05/2025	New	copy	ISIL:AU-TESIX		
vcarm-33	01/05/2025	01/05/2025	New	loan	ISIL:AU-VCARM		
qgu-29	01/05/2025	01/05/2025	New	loan	ISIL:AU-QGU		
vcarm-30	30/04/2025	30/04/2025	New	loan	ISIL:AU-VCARM		
vcarm-22	29/04/2025	29/04/2025	New	loan	ISIL:AU-VCARM		
qmc-3	29/04/2025	29/04/2025	New	loan	ISIL:AU-QMC		

Request Details

- Information displayed:** View the Request ID, requesting Trove Partner's NUC, service type, service level, and any notes entered by the requester. For Copy requests, details on the required sections or pages will be shown.
- Icons:** Icons in the top right indicate attached notes and allow for supplier-to-requester messaging.

Request vcarm-39
Food during the Viking occupation of York / Beatrice Hines.

View in shared index

Request information

New
Updated: 03/05/2025 (view audit trail)

Requester	Supplier	Item barcode	Item call number
ISIL:AU-VCARM	ISIL:AU-VU	-	-
Due date	Volumes needed	Service type	
-	-	Loan	

Service Level
Core

Actions

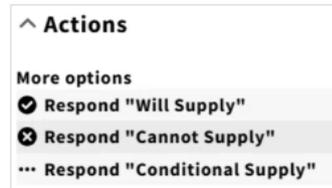
More options

- Respond "Will Supply"
- Respond "Cannot Supply"
- Respond "Conditional Supply"

Responding to a Request

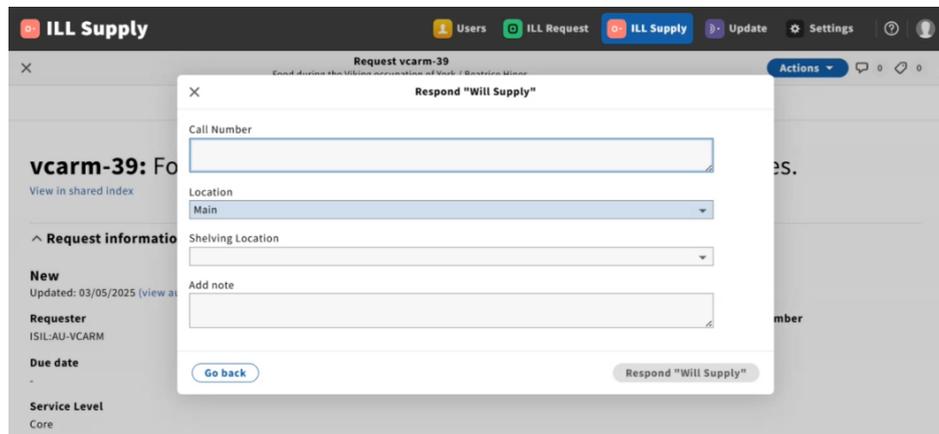
1. **Response Options:** In the state of *New*, you can respond with:

- Will Supply
- Cannot Supply
- Conditional Supply

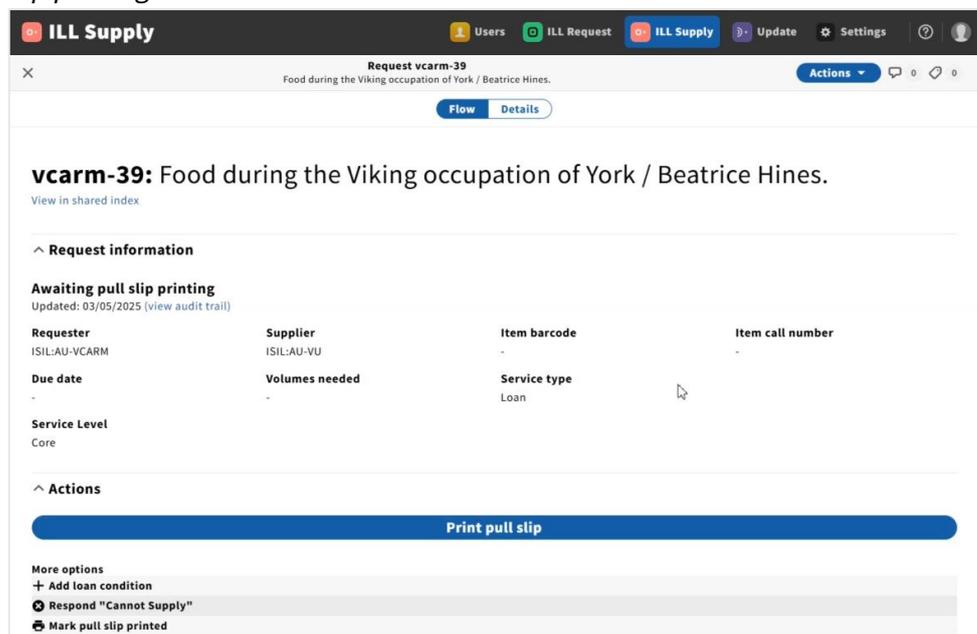


2. **Will Supply:** If you choose to supply, click *Will Supply* and provide local resource details:

- Call Number
- Location and Shelving Location
- Optional note

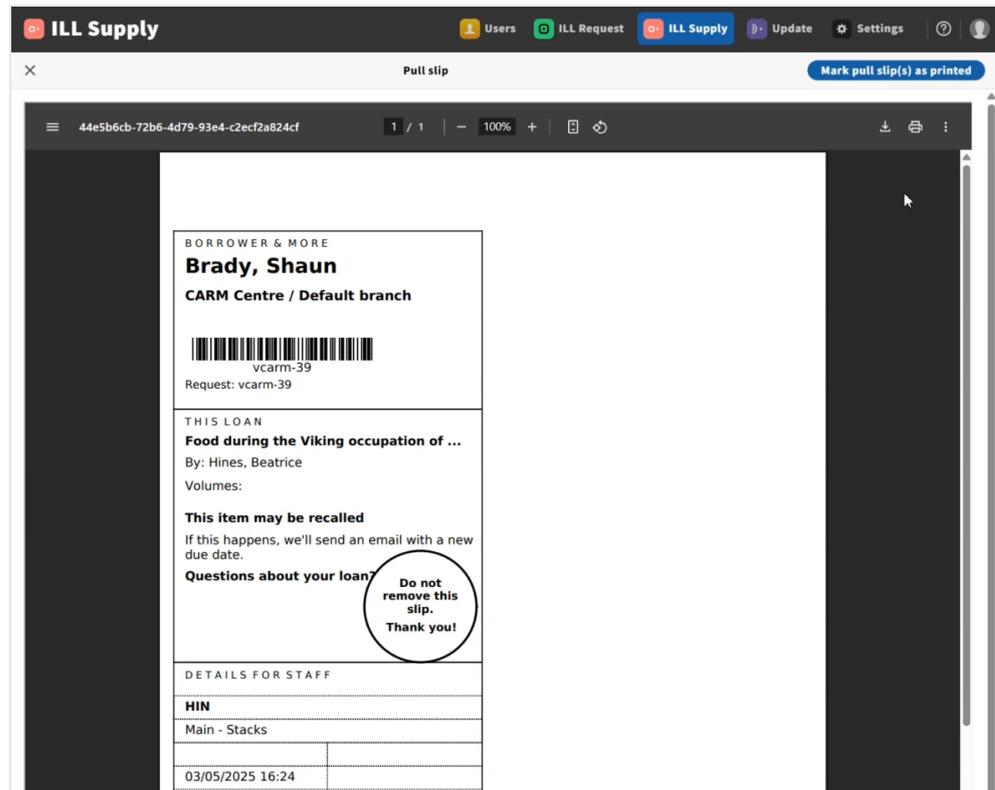


3. **Submit Response:** Click *Respond Will Supply*. The request status will change to *Awaiting pull slip printing*.



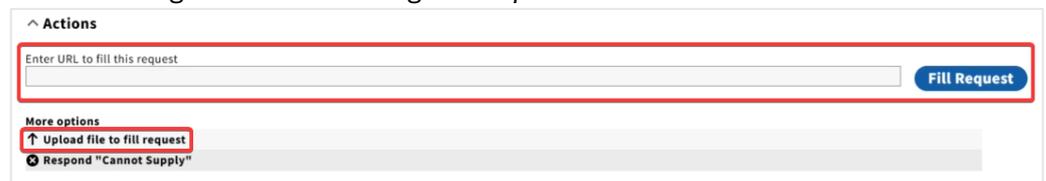
Printing the Pull Slip

1. **Print Pull Slip:** Click the print button to generate a pull slip, which includes:
 - Request ID and barcode
 - Title and author details
 - Requester notes
2. **Mark as Printed:** After printing, mark the pull slip as printed. The request status will change to *Searching*.

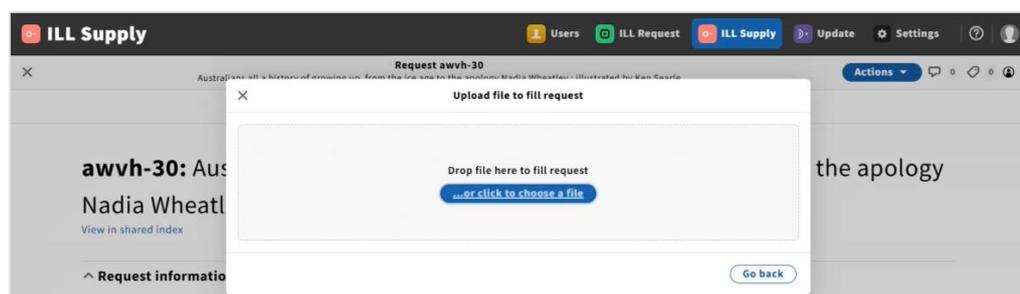


Supplying the Resource

1. **Copy Requests:** Provide access to the digitised file by either:
 - Entering a URL and clicking *Fill Request*



- Uploading a file via the *Upload file to fill request* button



- The request status will change to *Document delivered* upon completion.

2. **Loan Requests:** Scan the item barcode. You can also:

- Print the pull slip
- Add loan conditions
- Respond as *Cannot Supply*
- Enter multiple barcodes for multi-volume requests

3. **Shipping:** After scanning the item barcode, enter the request ID (type or scan the barcode). The request status will change to *Shipped*.

Monitoring request status

1. **Supplier's view:** The supplier can see status updates and check the request's audit trail for messages like *Shipment received by requester*.

^ **Audit trail**

Reverse chronological

#	User	Date	From state	To state	Message
8		04/05/2025, 13:02:37	Shipped	Shipped	Shipment received by requester
7	trove_admin	03/05/2025, 16:27:19	Awaiting shipping	Shipped	Shipped
6	trove_admin	03/05/2025, 16:26:50	Searching (returnables)	Awaiting shipping	Items successfully checked in to ReShare
5	trove_admin	03/05/2025, 16:26:50	Searching (returnables)	Searching (returnables)	Check in to ReShare completed for itemId: 1234. (No host LMS integration configured for check out item call)
4	trove_admin	03/05/2025, 16:25:36	Awaiting pull slip printing	Searching (returnables)	Pull slip printed
3	trove_admin	03/05/2025, 16:23:38	New	Awaiting pull slip printing	Executing action: respondYes
2		03/05/2025, 16:12:51	New	New	Auto responder is off - manual checking needed
1		03/05/2025, 16:12:51	New	New	New request (Lender role) created as a result of protocol interaction