

Trove Partners Resource Sharing

Module Four

Workflow Step Three: Receive

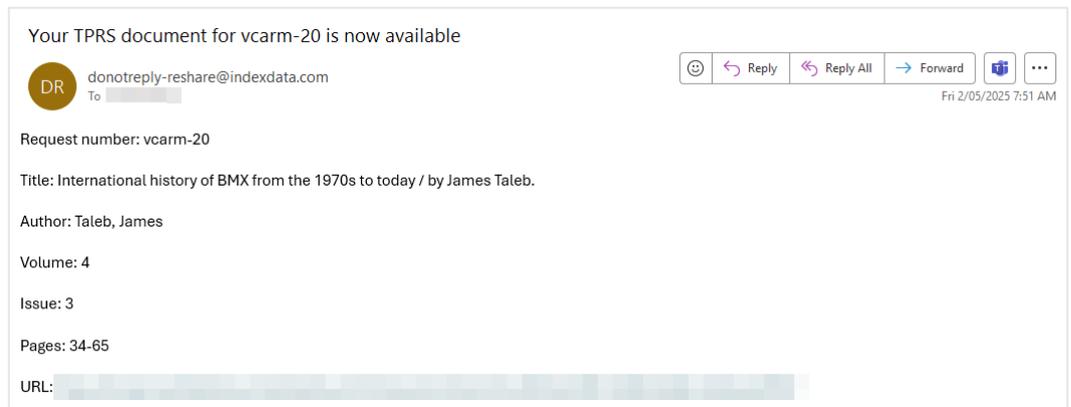
Overview

This module covers the third step in the standard request life cycle from the perspective of the requesting Trove partner. For Loan requests, this is the third of four steps, while for Copy requests, it is the final step.

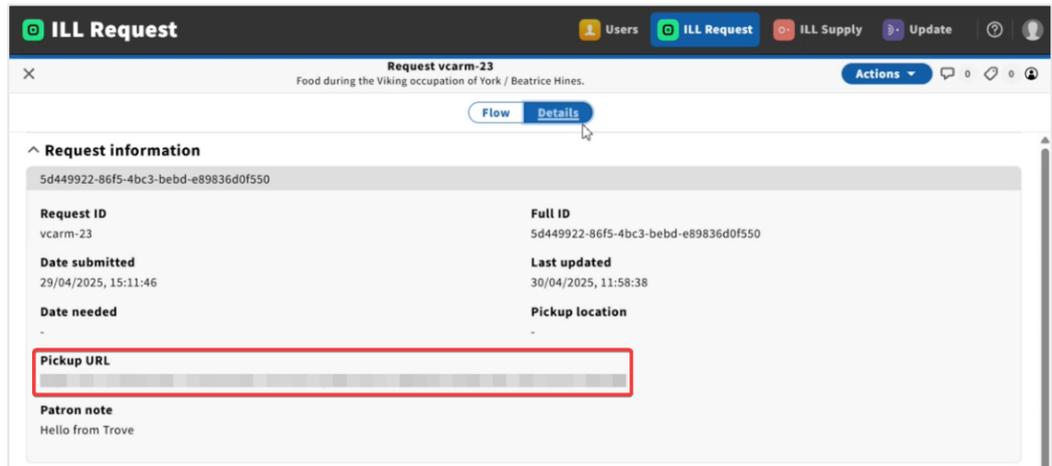


Receiving the Resource: Copy Requests

TPRS will send you an email containing a link to the digital file. You can also access the link from the request's detailed display.



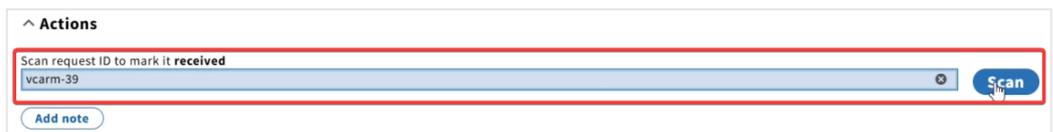
1. **View Completed Requests:** Untick the *Hide completed* filter and optionally filter the list to requests with the status *Document delivered*.
2. **Access Digital Copy:** Select the appropriate request ID and view the Pickup URL in the Request information section.



3. **Contact Supplier:** If there are any issues, contact the supplier via the request messaging by clicking the speech bubble icon in the top right corner.

Receiving the Resource: Loan Requests

1. **Receive Shipped Resource:** Once you have the item, search the ILL Request app by request ID and go to the request's detailed display.
2. **Enter Request ID:** Enter the request ID by hand or scan the barcode on the pull slip. The status will change to *In local circulation process*.



3. **Patron Access:** The resource is now ready for use by the library patron.

Returning the Resource: Loan Requests

1. **Mark as Returned:** Once the patron has returned the item, go back to the ILL Request app and the request's detailed display. Mark the item as returned by the patron by entering the request ID or click the *Mark returned by patron* button.



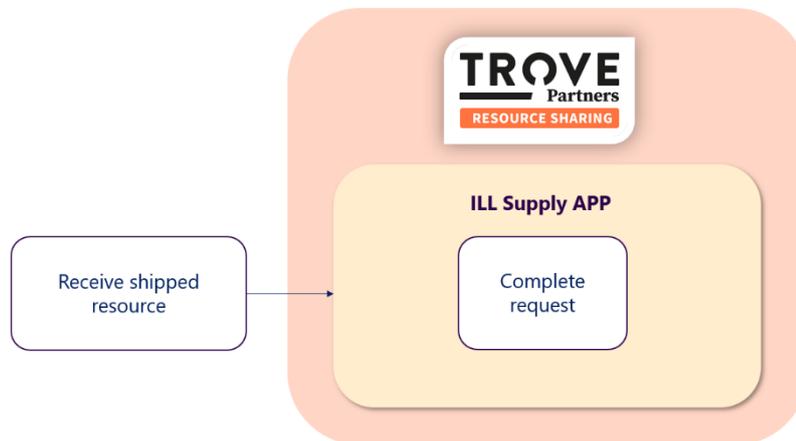
2. **Return Shipping:** After shipping the item back, mark it as *return shipped*. This completes the request from the requester's side. Optionally, you can also add a note.



Workflow Step Four: Complete

Overview

This module covers the fourth and final step in the Loan request life cycle from the perspective of the supplying Trove partner. The process is managed through the TPRS Dashboard.



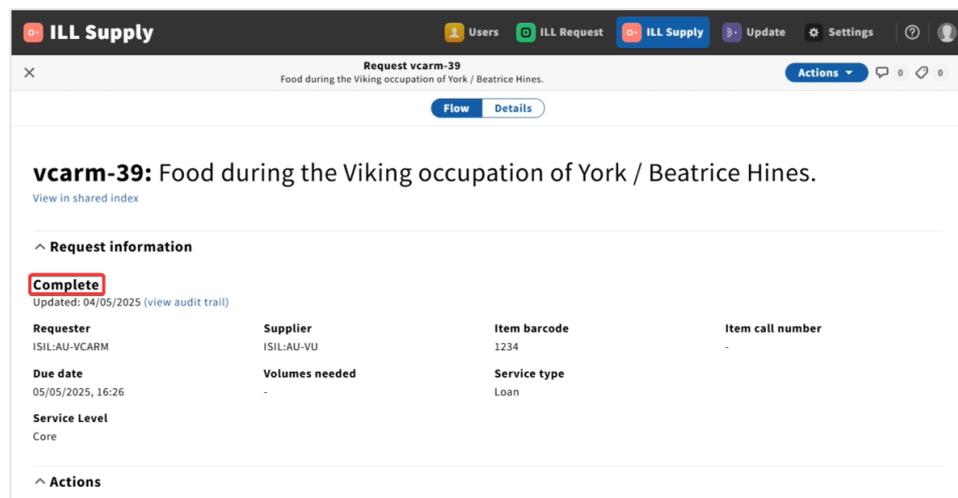
Completing the Request

- Receive Returned Item:** Once the returned item is received, go to the ILL Supply app and open the request's detailed display.
- Scan Request ID:** Scan the request ID to move the status of the request to *Complete* and close out the request.



Monitoring Request Status

- Requester's view:** The requester can see that the request status is now *Complete*.



resource sharing workflow is now complete.