

Resubmitting Requests – Unfilled, Retry, Expired, or ILL Review

Unfilled or unfillable requests will resolve to one of four status; Retry, Unfilled, Expired, or ILL Review.

Manage Borrower Requests		Manage Lender Requests	
Action items		Action items	
Status	Count	Status	Count
Awaiting Approval	0	Pending	7
Not Received	1	Will Supply/In Process	1
Not-Received/Overdue	0	Renew/Overdue	0
Accepted Renewal	0	Pending Cancel	0
Recalled	0	Renew Pending	0
Unfilled	14	Returned	15
Shipped	5		
Complete	12	Lost	0
Conditional	0		
Received	21		
Rejected Renewal	0		
Overdue	1		
Expired	0		
Retry	6		
Cancelled	3		
ILL Review	1		
Cancel Shipped Request	0		
Items awaiting trading partner response		Items awaiting trading partner response	
Pending	2	Shipped	7
Returned	17	Complete	10
		Received	24
		Overdue	1
		Cancelled	1

Unfilled

When a request has been marked as “Will Not Supply” by all of the available lenders, the request will resolve to the **Unfilled** status.

Requests in **Unfilled** can be processed as follows:

- **Approve-send** : resubmits the requests to lenders in the **Lender List**
- **Delete**: sets the record to be deleted during the midnight record processing
- **ILL Review**: allows the request to be associated with a different bibliographic record
- If no action is taken request will change to **Expired** after the Need By date has passed

Retry Status

A request will resolve to the **Retry** status under if any of these conditions happen after a lender list is constructed:

1. The items are lendable, but unavailable at all of the libraries in the lender list, i.e. they are checked out.
2. A potential lending library indicated that they were currently unable to supply the requested material, but *may be* able to supply the material at a later date. They can indicate this by setting the request response to **Retry** or by selecting **Will Not Supply** and a nonterminal reason.
3. None of the staff at the libraries in the lender list responded to the request within the time limit. The system assumes they may be able to provide the title in the future.

Requests in **Retry** can be processed as follows:

- **Approve-send** : resubmits the requests to lenders in the **Lender List**
- **Delete**: sets the record to be deleted during the midnight record processing
- **ILL Review**: allows the request to be associated with a different bibliographic record
- If no action is taken request will change to **Expired** after the Need by date has passed

Retry and Patron's My Account Status

Request in the Retry status appear in the patron's account until filled, cancelled by the patron, deleted by staff, or becoming Expired. Requests in **Retry** are included in the count of active patron requests.

Patron Email Notification

Libraries have the option to send a patron email notification when an item goes into the **Retry** status. It is not automatically enabled, the central office will need to configure it. Keep in mind, if the patron notification email is activated for Retry, depending on the request, the patron may receive a **Retry** email only minutes after submitting their request.

Staff Responsibility with Items in Retry Status

Staff should regularly set requests in **Retry** to **Approve-send** to continue to try and obtain the items for their patrons. If the patron is no longer interested in an item, staff can set the requests in **Retry** to **Delete**. Be sure to communicate with patrons, because they will not receive any notice if their request is deleted.

If staff do not take action on a **Retry** request, the patron will not receive the item and, unless email notifications are enabled, they will not receive any information on the progress of their request.

Expired

When the Need By date has passed and no lender has supplied item the request will resolve to the **Expired** status.

A request will not be marked as **Expired** if the lender has taken action (for example, if the Need By Date passes while the item is Shipped, it will not Expire, but remain in Shipped). Requests in **Retry** or **Unfilled** will move to **Expired** during the midnight processing after the Need By Date has passed.

Requests in the **Expired** status can be processed as follows:

- **Approve-send** : Staff must manually enter a new lender list
- **Received**: sets the record to the **Received** status. This may occur if a lending library supplied the request but neglected to set the request to **Shipped**.
- **ILL Review**: allows the request to be associated with a different bibliographic record
- **Lost**: The use of this status is not recommended unless absolutely necessary. If an item is lost, contact the Lending Library to resolve replacement costs.
- If no action is taken, the request will be deleted after 10 days

ILL Review

Sometimes it is helpful to associate a request with a different bibliographic record. For example, a patron's request may go unfilled or expire if the title is not available. However, let's say a large print edition of the same title is available and the patron does not mind the large print, a staff member can use the **ILL Review** status to re-send the patron's request, this time with the record for the large print edition.

When a request needs to be moved to a different bibliographic record, and the ILL Staff have the appropriate permissions, the request can be placed in the **ILL Review** status. Requests in ILL Review can be associated with a new bibliographic record as follows:

1. Make note the Request number from the Borrower's ILL Review List

BORROWER'S ILL REVIEW LIST

Sort this Status by: Title

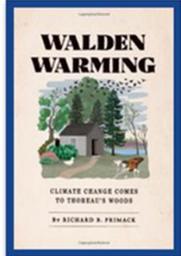
Print All:

Title	Req. No.	Lender	Patron Name	Status
Kelly's kayak	1494		perUser, Training	ILL Review

2. Search for and select the new record to be associated with the request
3. From the Detail record view select the "Modify Existing Request" button

**Walden warming :
climate change comes to
Thoreau's woods /
Richard B. Primack**

Author: Primack, Richard B., 1950- author
Found in: Old Colony Library Network



[Details](#) [MARC Display](#)

Details

Format : Book
System Nbr. : ocn859253276
LCCN : 2013038942
ISBN : 9780226682686 (cloth : alk. paper)
ISBN : 0226682684 (cloth : alk. paper)
Author : Primack, Richard B., 1950- author.
Title : Walden warming : climate change comes to Thoreau's woods / Rrichard B. Primack.
Publisher : The University of Chicago Press.
Description : pages : cm
Notes : Includes bibliographical references and index.
Borneo to Boston -- A hard rain -- Phantom plants -- Wild apples and other missing flowers -- The strife in loosestrife -- The message of the birds -- Birds in the mist (net) -- Bees and butterflies -- From insects to fish to people -- Clouds of mosquitoes -- The frog chorus -- Running in the sun and rain -- A new Earth -- Afterword: citizen science.
Contents :
Content type : text
Media type : unmediated
Carrier type : volume
Production : Chicago : The University of Chicago Press, 2014.
Date : 2014.
Subject : Thoreau, Henry David, 1817-1862.
Subject : Plants --Effect of global warming on --Massachusetts --Walden Pond State Reservation.
Subject : Animals --Effect of global warming on --Massachusetts --Walden Pond State Reservation.
Subject : Plants --Effect of global warming on --Massachusetts --Concord.
Subject : Animals --Effect of global warming on --Massachusetts --Concord.

Request This Item
Modify Existing Request

Staff Functions -

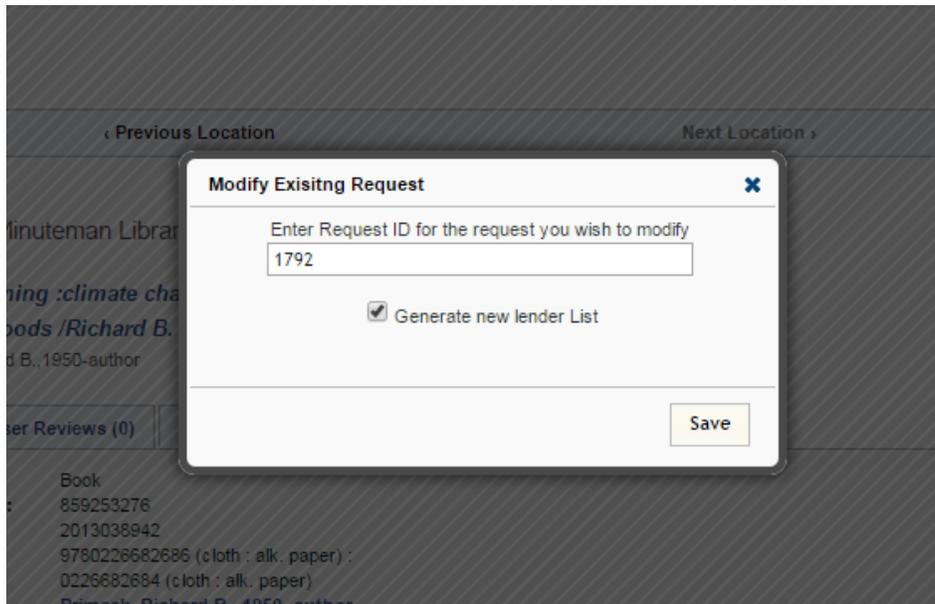
Multi-Copy
Print This Item
Copy Cataloging

Subject

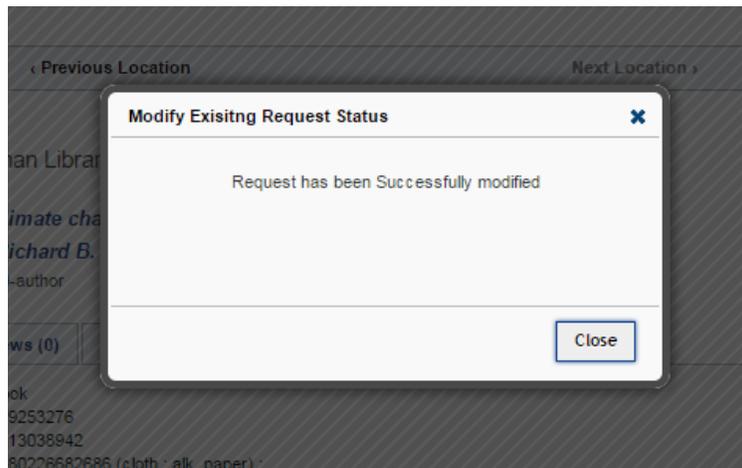
Plants -- Effect of global warming on -- Massachusetts -- Walden Pond State Reservation.
Animals -- Effect of global warming on -- Massachusetts -- Walden Pond State Reservation.
Plants -- Effect of global warming on -- Massachusetts -- Concord.
Animals -- Effect of global warming on -- Massachusetts -- Concord.
Climatic changes -- Massachusetts -- Walden Pond State Reservation.
Climatic changes -- Massachusetts -- Concord.
Thoreau, Henry David, -- 1817-1862.

4. In the “Modify Existing Request” pop-up window

- a. Enter the Request ID
- b. Check the “Generate New Lender List” box.
- c. Click Save



You will then be notified that the request modification was successful.



5. Return to the ILL Admin dashboard and select **ILL Review**.
6. To approve the request without review, select "Approve-send" from the status list for the title in **Borrower's ILL Review List**
7. To review the request prior to sending, or to modify any request information, click to open the detailed view from **the Borrower's ILL Review List**.
8. Make any desired modifications to the request, including the lender string
9. Select **Approve-send** and **Submit** the request.

BORROWER'S FULL RECORD DISPLAY

Request Number: 1792

Request Date: 2/17/2015

Material Bibliographic Level Options: Book

Request Type Options: Returnable (loan)

Status Options: **Approved - Send**

Author/Creator: Primack, Richard B.,1950-author

Title/Journal Title: Walden warming : climate change comes to Thoreau's woods / Richard B. Primack.

Any Edition is Acceptable: yes

Publisher (Place, Name, Date):

Series:

Physical Description: x, 253 pages : illustrations : 24 cm.

Submit

Go Back ALA m Format to Print

← Approve-send

Submit ←