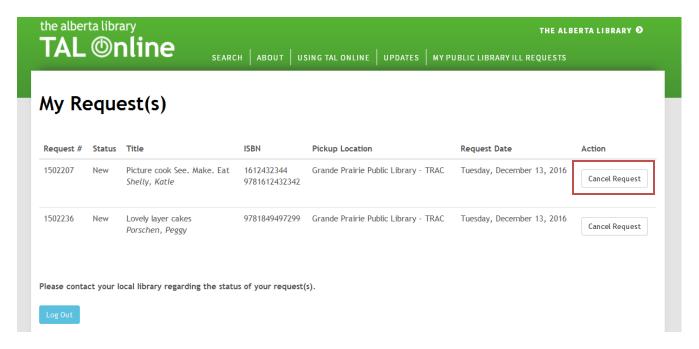
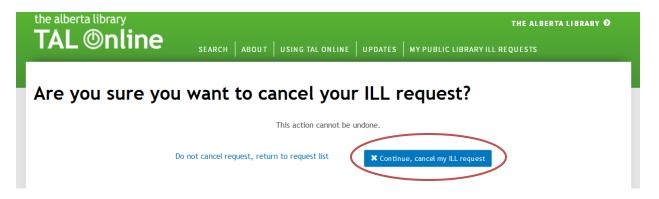
Requests with a status of New or Pending can be cancelled by the patron in the **My Public Library ILL Requests** screen of TAL Online:



Patrons will need to confirm the cancellation of their request:



TAL Online will return to the **My Public Library ILL Requests** page and will confirm the cancellation of the request:



Patrons will also receive a confirmation e-mail from TAL Online, should they have an e-mail address listed in their Polaris account:

Request Cancellation

support@talonline.ca

Extra line breaks in this message were removed.

Sent: Tue 13/12/2016 11:45 AM

To: Lisa Clarke

Your cancellation request for request id 1502207 has been submitted for the following item: Picture cook See. Make. Eat. You may not see an immediate change in the status of your requests in the My Public ILL page.

If you have any questions or concerns about the status of your request, please contact your home library.

A copy of this confirmation e-mail is sent to the library's e-mail address as well:

Request Cancellation

support@talonline.ca Sent: Tue 13/12/2016 11:45 AM To: Lisa Clarke

Cancellation request for request id 1502207 for user barcode 20113000741147

The request will be automatically cancelled in VDX and will show up in the Terminated list in your Work Queue:

Work Queue

Borrower				
Status	Count			
<u>Idle</u>	<u>4</u>			
Idle / Check Manual	0			
Idle / Auth Manual	1			
Pending > 2 weeks	0			
Pending	20			
End of rota	<u>4</u>			
Terminated	1			

Our Number / Their Number ** Borrower / Lender ** Item Barcode

1502207**Grande Prairie Public Library

Picture cook See. Make. Eat

Shelly, Katie | ISBN: 1612432344;9781612432342

Notes: Item Format:Book User Comments:

Request No Longer Required

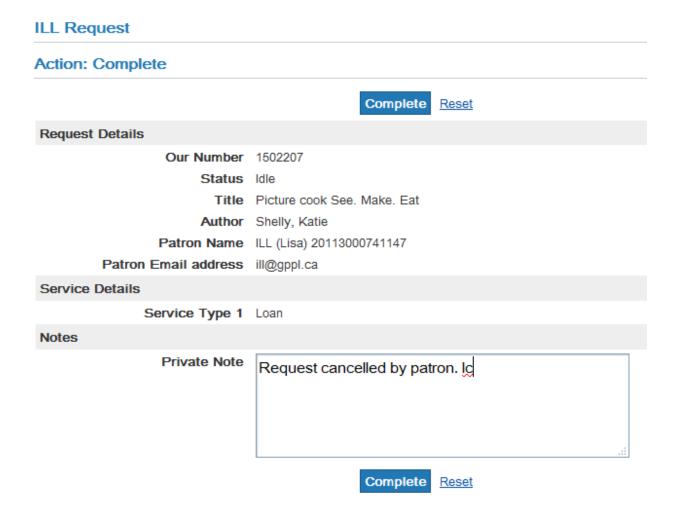
Status: Idle Authorisation: Processed Last Action: Terminate Request:13 Dec 2016 Rota: 1 of 4

REQUEST Action Details Mark as Read Print

If you check the History at the bottom of the Request Details, you will see the terminate request action has been authorized by the patron:

■ <u>History</u>					
Lender	Action	Status	Date Changed	Authorised By	
	Terminate Request	Idle	13 Dec 2016 11:45:17	20113000741147, ILL (Lisa)	

To remove the request from your Work Queue, simply complete the request:



In the Private Note field you can add a note that the request was cancelled by the patron.