

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:

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My Request(s)

| Request # | Status | Title | ISBN | Pickup Location | Request Date | Action |
|-----------|--------|---|-----------------------------|--------------------------------------|----------------------------|----------------|
| 1502207 | New | Picture cook See. Make. Eat <i>Shelly, Katie</i> | 1612432344 9781612432342 | Grande Prairie Public Library - TRAC | Tuesday, December 13, 2016 | Cancel Request |
| 1502236 | New | Lovely layer cakes <i>Porschen, Peggy</i> | 9781849497299 | Grande Prairie Public Library - TRAC | Tuesday, December 13, 2016 | Cancel Request |

Please contact your local library regarding the status of your request(s).

Log Out

Patrons will need to confirm the cancellation of their request:

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Are you sure you want to cancel your ILL request?


This action cannot be undone.

Do not cancel request, return to request list

Continue, cancel my ILL request

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

My Request(s)

Cancellation of request 1502207 successful. 

| Request # | Status | Title | ISBN | Pickup Location | Request Date | Action |
|-----------|-----------|---|-----------------------------|--------------------------------------|----------------------------|---|
| 1502207 | Cancelled | Picture cook See. Make. Eat <i>Shelly, Katie</i> | 1612432344 9781612432342 | Grande Prairie Public Library - TRAC | Tuesday, December 13, 2016 | |
| 1502236 | New | Lovely layer cakes <i>Porschen, Peggy</i> | 9781849497299 | Grande Prairie Public Library - TRAC | Tuesday, December 13, 2016 | <input type="button" value="Cancel Request"/> |

Please contact your local library regarding the status of your request(s).

[Log Out](#)

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 |
| Idle | 4 |
| Idle / Check Manual | 0 |
| Idle / Auth Manual | 1 |
| Pending > 2 weeks | 0 |
| Pending | 20 |
| End of rota | 4 |
| 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

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:

History

| 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:

ILL Request

Action: Complete

[Complete](#) [Reset](#)

Request Details

Our Number 1502207
Status Idle
Title Picture cook See. Make. Eat
Author Shelly, Katie
Patron Name ILL (Lisa) 20113000741147
Patron Email address ill@gppl.ca

Service Details

Service Type 1 Loan

Notes

Private Note

Request cancelled by patron. lca

[Complete](#) [Reset](#)

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