

## Borrower Work Queue Statuses

The work queue categories are:

**Idle, Check Manual** – these are requests which need staff intervention before they can be sent out to the first responder. Common reasons for the Check Manual authorization status are: request is a duplicate, rota is empty (no locations could be found), or that the request is held locally. Look at the request history to find the reason the request needs staff review.

**Idle, Auth Manual** – these are requests which have not yet been authorized and have therefore not yet been sent to potential lenders. You need to perform the Request action and set the authorization status to 'Authorized' to send them to the first responding library on the rota.

**Pending > 2 weeks** – you may wish to check the history of these requests to see why they are taking so long to satisfy. If a request has been with the same lender for a long time, you may want to contact the lender for more information.

**Pending** – These are requests that have been sent to a lender but have not yet been shipped or rejected. This queue includes all the requests in the Pending > 2 weeks queue

**End of rota** – these are requests where every library on the rota has either declined to lend or not responded to the request, allowing it to expire. You need to add locations to the rota for these requests, or complete the request.

**Terminated** – Requests that are no longer needed. A request will stay in this category until the current lender agrees to the cancellation of the request.

**Informed Will Supply** – Requests sent to lenders who do not use an automated ILL system. When the borrowing library gets notification outside of VDX that the item will be shipped, the Informed Will Supply action can be performed manually.

**Conditional** – The lender is stipulating a condition on the loan of this material. You must respond with a Yes or No reply indicating if you are willing to comply with the condition.

**Cancel Pending** – Requests that have been cancelled from the current lender and are waiting for approval of the cancellation.

**New Notes** - Request where the lender has sent a note that does not update the request status.

**Shipped** – The lender has sent VDX a notification that the item has been shipped. Requests in this category are candidates for the Received action.

**Shipped > 2 weeks** – These are requests that may be lost in the post. The lender notified VDX more than 2 weeks earlier that the item had been shipped and you have not yet indicated that

you have received it. You may need to contact the lending library to let them know the situation.

**Received** – Requests which you have acknowledged have been received in your library. Requests in this category are candidates for the Returned action.

**Renew Pending** – Requests for which you have asked the lender for a renewal. The renewal has not yet been granted.

**Overdue** – requests on loan to your library which are past their due date for return - these should be returned or renewed as soon as possible

**Recalled** – requests on loan to your library which have been recalled by the lending library - these should be returned as soon as possible

**Returned** – requests which you have returned to the lending library. The lending library has not yet sent confirmation that they have “Checked In” the item back into their collection.