

BORROWING – UNFILLED QUEUE - TO RE-ORDER

1. A request shows up on the Borrowing Side in the “*Awaiting Unfilled Processing*” queue
2. Double click on the “*Awaiting Unfilled Processing*” queue
3. The Request will open
4. Click on the **OCLC Tab** located near the middle of the screen (beside Detail, History, etc).
5. From the OCLC screen you can tell how many libraries may hold this item
6. If there are a lot of choices, you can continue with trying to re-order the item, if there aren't any more choices you can delete the request from OCLC and Cancel the request.

Borrowing Unfilled –RE-ORDERING requests:

7. Choose your holdings as you normally would:
 - a. Click on the Holdings icon
 - b. Click on Custom Holdings
 - c. Choose LVIS list
8. Double click on each library symbol you want to add: you can choose up to 15 lenders
9. After you make your choices, click on “Create Work Form.”
10. After reviewing your Work Form, click on the “Send Request” icon (green arrow) on right.
11. From the Borrowing request click on the “Request Sent” (green arrow) on left.
 - a. You can do this process as many times as you want as long as there are more lenders to try. When you have exhausted the list of lenders: see directions below

Borrowing Unfilled – Cancelling Requests

To cancel a request that shows up in the “*Awaiting Unfilled Processing*”

1. Double click on the “*Awaiting Unfilled Processing*” queue
2. The General Request form will open up
3. Click on the OCLC Tab located along the very top of the screen (beside “Borrowing Processing” and not in the middle of the screen)
4. Click on the word “Show” to show you the request that is out on OCLC.
5. Click on the word “Delete” to delete the request from OCLC
6. Click on the words “Borrowing Processing” located along the top of the screen to get back to the General Request Form.
7. Click on the “Cancel Request” icon to send the patron an e-mail stating the request was cancelled. Remember to give a reason why, such as “We have exhausted all possible resources.”
 - a. If you notice there are two little check boxes in this cancellation screen.
 - b. Send E-mail has to be checked in order to send an e-mail. If it is not checked, an e-mail will not be sent.
 - c. If you click the “Edit E-mail” box then when the e-mail pops up you can change it to whatever you want before sending.