What do the different types of 'reasons for no' in the request history mean?

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Applies to

- WorldShare ILL
- Tipasa

Answer

The request history can contain both auto-deflection reasons for no as well as manually answered reasons for no by the lender. Lending libraries can use deflections to minimize the physical handling of Interlibrary Loan requests that they cannot or will not lend. If the borrower returns to the request after it has been placed, the asterisk indicating the current lender will have moved to the next lender.

The Request History will indicate the Reason for No:

- (Auto-Deflection:) Format Type
  *A request can be deflected on the basis of its format, such as manuscripts, audio formats, archival material etcetera.*

- (Auto-Deflection:) Profiled Group (covers profiled groups and Custom Holding Groups)
  *A lender can deflect profiled groups and configured Custom Holding Groups of both copy and loan requests.*

- (Auto Deflection:) Maximum Cost
  *If a lender has configured a minimum (and maximum) cost in their deflection which exceeds yours, the request can be automatically deflected.*

- (Auto Deflection:) Age of Material
  *A lender can configure a deflection to not lend material with a publication date of, for instance, <1 year or >100 years.*

- (Auto Deflection:) Multiple Reasons
  *This is stated when more than one deflection applies to this request.*

- (Auto Deflection:) Request Type
  *A lender can choose to deflect all copy or loan type requests, based on their preferences.*

- (Auto Deflection:) Local Holdings
  *Certain material which can only be viewed in the library and is thus not on loan, can be deflected (on LHR-level) displaying this (automated) reason.*
Additional information

More information on managing policies.

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