If I use the notes field in ILLiad, will the Borrower see the note?

Last updated: Thu, 26 Sep 2019 16:54:31 GMT

Symptom

- You want to update the lender with a note and want to know if the notes field will be seen by the borrowing site because you have a question about their request

Applies to

- ILLiad

Resolution

The notes field in the Transaction in ILLiad is only seen by your site. If you want to send a note, here are the options you have in ILLiad:

1. You can send a notification to the borrower through Email Routing. Here is the [Email Routing](https://help.oclc.org/Resource_Sharing/ILLiad/Troubleshooting/If_I_use_the_notes_field_in_ILLiad_will_the_Borrower_see_the_note) documentation.
2. You can update the borrowing request with a conditional. Here is the [Conditionalizing Lending Request](https://help.oclc.org/Resource_Sharing/ILLiad/Troubleshooting/If_I_use_the_notes_field_in_ILLiad_will_the_Borrower_see_the_note) documentation.

Page ID

23110