Why are ILL requests being autodeflected when we have holdings?

Last updated: Wed, 28 Dec 2022 18:14:27 GMT

Symptom

You got auto-deflected non-supply messages on articles that you are listed as holding. The message you received was "Auto deflection - local holdings".

Applies to

- WorldShare Interlibrary Loan
- WorldShare Record Manager

Resolution

WorldShare Interlibrary Loan can use the codes in 008 bytes 20 and 21 of your LHRs to automatically deflect ILL requests.

They can override or defer to your Policies Directory profiles as outlined below.

008/20 - Lending policy
Settings that will override Policies Directory Profiles
a - Will lend
b - Will not lend
c - Will lend hard copy only
Settings that will defer to Policies Directory Profiles
l - limited lending policy
u - unknown

008/21 - Reproduction policy
Settings that will override Policies Directory Profiles
a - Will reproduce
b - Will not reproduce
Settings that will defer to Policies Directory Profiles
u - unknown

If your library would prefer to manage this through Policies in the Policy Directory, not on individual LHRs, set both fields to u.