Why are interloan requests being autodeflected when we have holdings?

Symptom
We've had libraries contact us asking why they got auto-deflected non-supply messages on articles that we are listed as holding. The message they received was "Auto deflection - local holdings". We discovered that quite a lot of our LHR items have Will Not Reproduce in MARC field 008/21. Can you please confirm what nodes 008/20 and 008/21 on the LHR should be set to for serials?

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.

Additional information

Basics of deflection

008/20 - Lending policy

008/21 - Reproduction policy

Local holdings maintenance quick reference

Update a LHR

Page ID
25671