Learn how to manage requests as a borrower in UnityUK.

• **Borrower Work Queue**

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  Learn how to view which of your requests as a borrower may require action to progress using the Borrower Work Queue in UnityUK.

• **Borrower Work Queue statuses**

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  Find the statuses available in the Borrower Work Queue in UnityUK.

• **Borrower request management - Workflow tasks**

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  Find the workflows needed to manage borrower requests in UnityUK.

  ◦ Authorising Idle requests
  ◦ Receive requested items
  ◦ Return items to the supplying library
  ◦ Deal with End of Rota requests
  ◦ Cancel or terminate a request
  ◦ Complete a request

• **Renew a requested item**

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  Learn how to renew a requested item in UnityUK.

• **Automatic expiry of requests**

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  Find out about the automatic expiry of requests and learn how to update a record to stop a request from expiring in UnityUK.

• **Send a note**

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  Learn how to send a message to a lending library in UnityUK.