Why is there a request in the AE Alert queue with no Article Exchange link?

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 Applies to

- Tipasa
- WorldShare ILL

Answer

This request likely was sent by a lender using an external ILL system such as CLIO. CLIO does not use Article Exchange. OCLC has a protocol set up to recognize links sent through these requests, and to route the requests to the AE Alert queue.

Check the Lender Notes field within the request to find the link to the article. That link can be sent to the patron directly, or the article can be downloaded from that link and then uploaded to Article Exchange within the request.

Page ID

30010