Use reservations received notices and rotas

Last updated: Thu, 13 Aug 2020 15:12:17 GMT

Discover how Reservations Received notices and rotas are used in OLIB.
►Circulation> Reservations

When you configure the Reservation received notifications and rotas, this information explains how OLIB processes these reservations.

Once the rota is set, a reservation is placed as normal – either in OLIB Web or the OPAC.

The reservation rota will be assigned automatically and the Reservation Received notification will be sent to the first location on the rota.

View the rota

The rota can be viewed on the reservation details layout. There is a Notices section available.

Note: if these fields are not present on your Title Reservations Layout then you will need to add them using Layout Manager.

When a reservation is confirmed it is at this stage the COPYRES records are created - the rota will then be populated.

Notice Rota: lists the locations that are on the reservation’s rota. They are sorted in priority order, with any locations that have an equal priority sorted by location long description. Reservation Received notices will be sent to the various locations in the order they are listed here, except for locations that have an equal priority. Notices that are sent to these locations may appear to be random as they are load-balanced so that each location ultimately receives an equal number of notices.

Notices Sent: lists the notices that have already been sent, in the order they were sent. The Un-satisfied flag shows whether the target location has indicated that it will not supply one of its copies to fulfil the reservation.

Action a reservation received notification

When a location receives a Reservation Received notification, it can either:

• Do nothing - in which case the reservation will be satisfied by the next copy to pass through the issue desk, as normal
• Hold one of its copies to fulfil the reservation - which will release all the other copies from this reservation
• Indicate that it will not supply one of its copies to fulfil the reservation - which will move the reservation on to the next location on the rota
**Hold a copy for reservation**

To hold a copy for the reservation, check the box for the appropriate copy record in the Reserved Copies field and select the Hold This Copy action.

That copy is now held for the user and the reservations on the other copies are removed. If your system is configured to send a Reservation Held alert to the user, this notice will be sent.

**Cannot satisfy**

To indicate that you will not use one of your library’s copies to fulfil the reservation use Cannot satisfy this request:

1. In Reservations, retrieve the reservation.
2. In the Notices Sent field check the box and select the Cannot satisfy this request action.

This flags your Notices Sent entry with Un-satisfied= Yes.

If there is another Location on the rota, that Location’s Reservation Received alert is sent and an entry for it is added to the Notices Sent field with Un-satisfied set to No.

If yours is the last location on the rota, the following message is displayed:

**There are no more locations that could satisfy this reservation so the reservation has been cancelled.**

Click OK to acknowledge this message. The reservation is automatically cancelled. Refresh the reservation details screen to see this.

If you use the Cannot satisfy this request option on a Notices Sent record which already has Unsatisfied set to Yes, the following message is displayed.

**The selected request has already been rejected.**

If you have configured a Reservation Cancelled notification this will now be sent to the reserving user.

**Re-sequence the rota**

If required you can re-sequence the rota manually once it has been generated.

1. With the reservation in modify mode, use the standard list box Up and Down options to move the selected entry up or down the rota.

Note: although it is possible to move an entry up or down the rota if a Res Rec’d alert has already been sent to that location, you should avoid doing so. You should also avoid moving “still to send to” locations above “already sent to” locations.