My LHRs are correctly set up to deflect lending requests, but requests for the items still get through.

Last updated: Thu, 16 Sep 2021 22:51:58 GMT

Applies to

- WorldShare ILL

Answer

Check whether these are ISO-ILL requests. At times, these types of requests do not benefit from our ILL "bibmatching" protocol. This is the protocol in the server that checks WorldCat with the given metadata and finds a match. The requests may not reach the point where we would apply the deflections. This is something we're working to improve.

If you see this to a debilitating degree, please contact OCLC Support

Additional information

ILL sources

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