When answering a request, is it more helpful to say no or let the request expire?

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Applies to

- WorldShare ILL
- Tipasa

Answer

The lender string acts as a queue and delivers the request individually to each library as it goes down the list. It would expedite the process if your library says no to a request rather than letting it expire.

Additional information

See also Smart lender strings through the Automated Request Manager.

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