Is there a way to stop users from requesting items until they are cleared?

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Symptom

• You want to be able to clear users before they can request items

Applies to

• ILLiad

Resolution

Yes, you can prevent requests from being sent automatically. You can add to your routing rule or putting in routing rules in the lower numbers. The routing rules will match on the one you created before they go out to different services such as Rapid. Here is what you do:

1. You can add a routing rule where the match string is u.cleared ='No'
2. You can add on to an existing routing rule:

   and u.cleared <> 'No'

So when a patron is first registered, they show in the cleared field the word "No." The above options allow you to make sure they do not submit requests that automatically go out, and they will stay in a status of either "Awaiting Request Processing" or "Awaiting Copyright Clearance."

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