Can we have unfilled request notifications sent directly to patron emails?

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Applies to

- WorldShare ILL
- Tipasa

Answer

Emails cannot be automatically sent to patrons when requests go unfilled because staff will often make another attempt at filling the request. An automatic notification might confuse the patron. When the library has exhausted all of their possibilities, they should let the patron know that they were unable to fill it by using the “Email” button at the top right of the request.