

Work Queues – At A Glance

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Work Queues allow you to see a summary of the current ILL workload both as a Borrower (Requester) and Lender (Responder). The report lists the total number of requests grouped by the request status.

■ Using Work Queues

Work Queues are a quick and easy method of finding requests that require actions (from the Waiting column) and getting a summary screen from which you can then perform actions on them. Unlike reports, the results screen for a Work Queue displays the buttons applicable to changing the status of a request or performing actions on that request.

■ How to access your Work Queue

1. Click on the  button in the left hand pane.
2. From the Request Search screen:
 - Click on the  button in the left hand pane.
 - Click on *Work Queue* link at the top of the Requests Search screen

■ Viewing and Processing Requests

Clicking on the number in the Count column retrieves the requests to the screen. You can then view or perform an action on those requests.

WorkQueue example:

Work Queue

Borrower		Lender	
Status	Count	Status	Count
Idle / Check Manual	6	New Requests	4
Idle / Auth Manual	0	New Requests Expiring Today	0
Pending > 2 weeks	3		
Pending	12		
End of rota	24		
Terminated	0		
Cancel Pending	0	Will Supply	8
		Conditional	1
Messages	1	Cancel Requested	7
Shipped	38	Messages	0
Shipped > 2 weeks	37		
Received	4	Shipped	64
Renew Pending			
Overdue	0		

Example of the Recalled Total work queue:

Borrower (Requester) Results [Save Search](#)

Number of Results: 3

Bulk Action: Select all Deselect this page

6201864:6201865
Just for the record - the political recollections of John Cornwall.
 Cornwall, John, 1935-; Wakefield Press | ISBN: 1862542562 : \$19.95
 Status: Recall: Authorisation: To be Acknowledged Last Action: Recall-Indication: 11 Nov 2008 Rota: 1 of 1
Broker Add Private Note Action Details Acknowledge BL Art Format Print

6201860:6201862
Chandler Coventry obsession - works on paper and sculpture.
 Coventry, Chandler.; Campbelltown City Art Gallery | ISBN: 1875199098
 Status: Recall: Authorisation: To be Acknowledged Last Action: Recall-Indication: 11 Nov 2008 Rota: 1 of 1
Broker Add Private Note Action Details Acknowledge BL Art Format Print

6201856:6201858
London
 Johnstone, Sarah.; Masters, Tom.; Lonely Planet Publications (Firm) | ISBN: 1740598318 (pbk.)
 Status: Recall: Authorisation: To be Acknowledged Last Action: Recall-Indication: 11 Nov 2008 Rota: 1 of 1
Broker Add Private Note Action Details Acknowledge BL Art Format Print

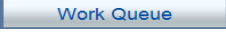
Editing the Work Queues Display

You are able to configure the Work Queues to select which statuses to display in the Work Queues list. This allows ILL staff to tailor the display of the Work Queues to suit their own workflows.

To edit the Work Queue display

- Click on the Requests button in the left hand pane

Or

- Click on the  button in the left hand pane
- Select the [Work Queue Edit](#) link at the top of the screen
- Untick the statuses you do not want to Display
- Save.

Save
[Reset](#)

Borrower		Lender	
Name	Selected ?	Name	Selected ?
Idle / Check Manual	<input checked="" type="checkbox"/>	New Requests	<input checked="" type="checkbox"/>
Idle / Auth Manual	<input type="checkbox"/>	New Requests Expiring Today	<input type="checkbox"/>
Pending > 2 weeks	<input type="checkbox"/>		<input checked="" type="checkbox"/>
Pending	<input checked="" type="checkbox"/>		<input checked="" type="checkbox"/>
End of rota	<input type="checkbox"/>		<input checked="" type="checkbox"/>
Terminated	<input type="checkbox"/>		<input checked="" type="checkbox"/>
	<input checked="" type="checkbox"/>		<input checked="" type="checkbox"/>
Informed Will Supply	<input checked="" type="checkbox"/>	Will Supply	<input type="checkbox"/>
Conditional	<input checked="" type="checkbox"/>	Conditional	<input type="checkbox"/>
Cancel Pending	<input checked="" type="checkbox"/>	Cancel Requested	<input checked="" type="checkbox"/>
	<input type="checkbox"/>		<input checked="" type="checkbox"/>
Messages	<input checked="" type="checkbox"/>	Messages	<input checked="" type="checkbox"/>
	<input checked="" type="checkbox"/>		<input checked="" type="checkbox"/>
Shipped	<input checked="" type="checkbox"/>	Shipped	<input checked="" type="checkbox"/>
Shipped > 2 weeks	<input checked="" type="checkbox"/>		<input checked="" type="checkbox"/>
Received	<input checked="" type="checkbox"/>		<input checked="" type="checkbox"/>
Renew Pending	<input checked="" type="checkbox"/>	Renewal Requested	<input checked="" type="checkbox"/>
Overdue	<input checked="" type="checkbox"/>	Overdue Today	<input checked="" type="checkbox"/>
	<input checked="" type="checkbox"/>	Overdue > 4 weeks	<input checked="" type="checkbox"/>
Recalled	<input checked="" type="checkbox"/>	Recalled	<input checked="" type="checkbox"/>
Returned	<input checked="" type="checkbox"/>	Returned	<input checked="" type="checkbox"/>

