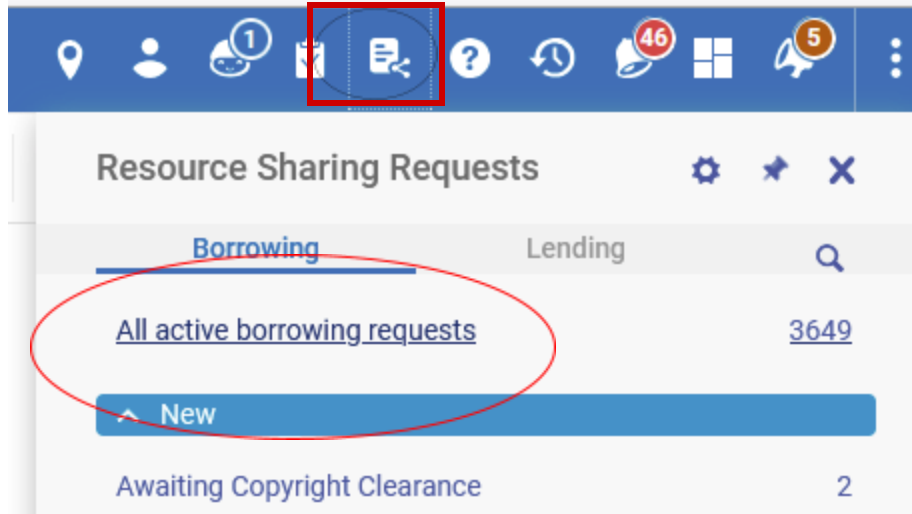


Searching for Borrowing Requests

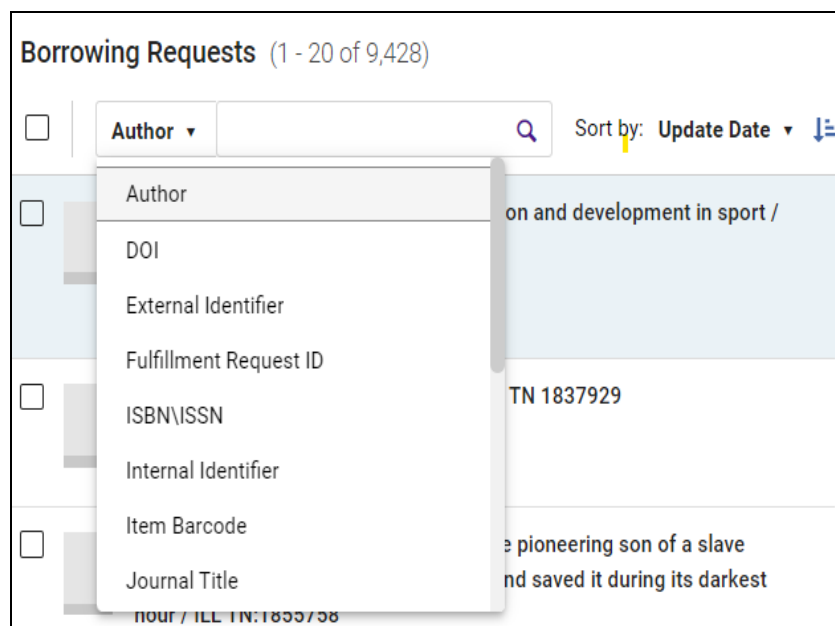
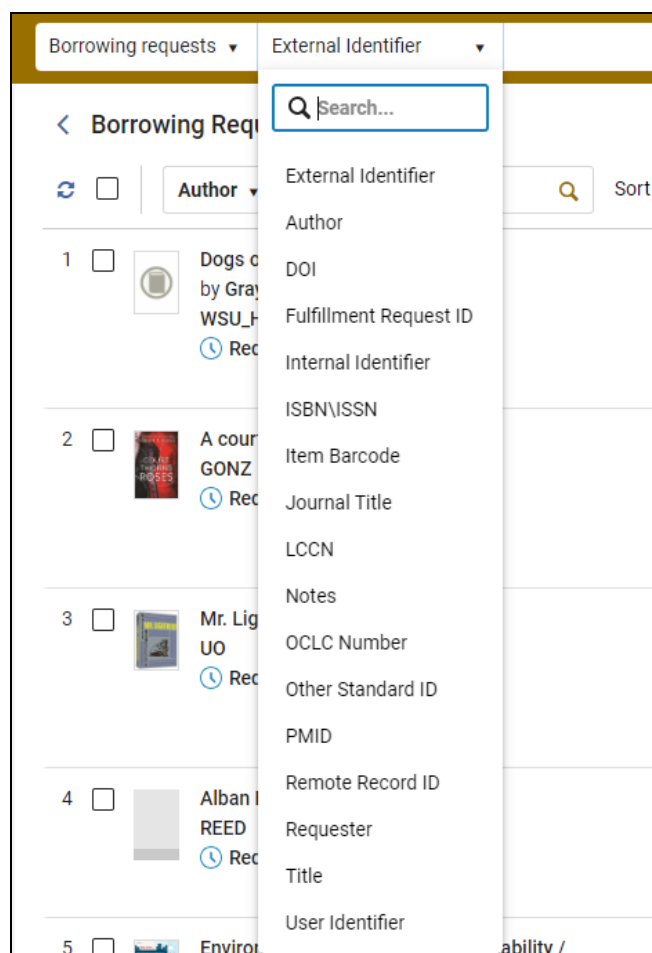
The first thing you want to do when troubleshooting a borrowing request is to locate the request in question. Alma offers a number of search filters to help with this. Start by opening your **Borrowing Requests** queue.



You can access the Borrowing Requests queue by clicking on the link at the top left menu, that looks like a duck and search from within the Borrowing module, or use the Repository Search at the top of your screen.

Search Parameters

You will see 2 search boxes with a dropdown list of search parameters. The top search box will search all existing Borrowing Requests in an active or completed status. The second search box will allow you to search from a selection of Borrowing Requests which you can modify via facets.



Enter your search terms in the search box, choose the appropriate search parameter, and then click on the search button. A list of requests matching your search terms will display on the screen.

NOTE: External Request ID is one of the most reliable search parameters for requests. However, if you have trouble finding a request by its External Request ID, try using **Title** or **Requester** instead.

NOTE: Every once in a while we see borrowing requests submitted for non-Summit allowable items like articles, conference papers, dissertations, etc. These items initiate the article request form in Primo, and populate the borrowing request form slightly differently than normal books. Instead of a **Title**, for instance, these requests get sent out with **Article Titles** and **Journal Titles**. That's why you have a separate search parameter for **Journal Title** on the list. If you can't find a request using the normal **Title** parameter, this could be why. Try searching by **Journal Title** instead.

Facets

Depending on the number of results your initial search produces, you may need to use the facets in the left-hand margin to narrow down your list.

Find specific facet

Active Partner ^

- ☐ CC (112)
- ☐ CCC (109)
- ☐ CHEMEK (168)
- [+ More \(49\)](#)

Activity Status ^

- ☐ Active (9432)
- ☐ Completed (39997)

Status ^

- ☐ Cancelled B... (509)
- ☐ Cancelled ... (5349)
- ☐ Loaned ite... (1818)
- [+ More \(12\)](#)

Creation Date ^

- ☐ Today (22)
- ☐ Yesterday (72)
- ☐ 2-3 days ago (107)
- [+ More \(3\)](#)

Update Date ^

- ☐ Today (126)
- ☐ Yesterday (538)
- ☐ 2-3 days ago (365)
- [+ More \(3\)](#)

Requested Format ^

- ☐ Physical (49429)

The most commonly used facets tend to be:

- **Status**
- **Active Partner**
- **Creation Date**
- **Update Date**

You can search for a specific facet at the top or select the facet(s) you want by clicking the box next to it, just remember to click **Apply** at the bottom of the menu. You can also add more than one facet to narrow your search. Applied facets display at the top of the facet menu under "Refine by".

Refine by ^

Activity Status: Active X

Creation Date: Today X

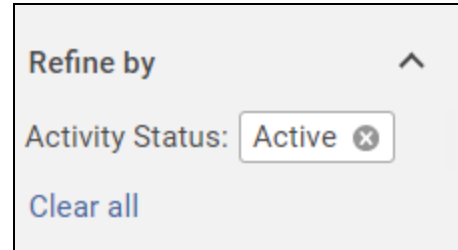
[Clear all](#)

Find specific facet

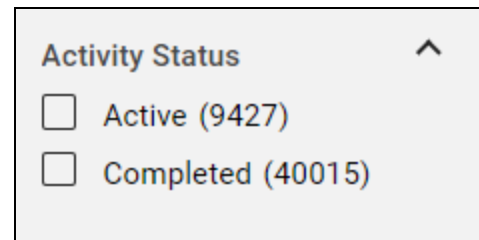
NOTE: If you decide to start over, remember to exit out of your pre-existing facets first by clicking on the 'X' boxes.

Activity Status (Active/Completed)

Another thing to keep in mind when searching for borrowing requests is the Activity Status in the facets menu. When you first open your borrowing queue, this status defaults to **Active**.



If you deselect the **Active** status by clicking the X next to Active, you will then see options to select inactive statuses such as **Rejected by partner** under the **Status** facet. You can also search **Completed** requests.

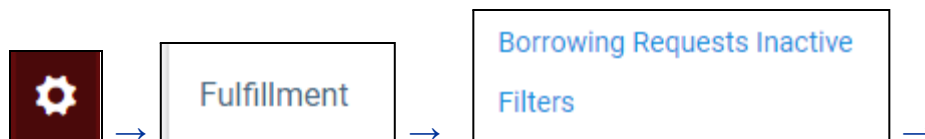


If you can't find the request you're looking for under the **Active** status, try switching this to **Completed** and search again.

NOTE: If you want to search **Active** requests again from your existing search, you will need to deselect **Completed** at the top of the facet menu.

*Enabling Activity Status Filters

If you don't see the **Rejected by Partner** option you may need to enable inactive filters. To enable **Inactive Activity Status filters**: open **Alma Configuration** → select **Fulfillment** → **Resource Sharing** → **Borrowing Requests Inactive Filters** → toggle on selected filters → Save



	Enabled	Move Up	Move Down	Code	Description	Default Value	Updated By	Last Updated
1	☐		▼	CANCELLED	Cancelled by partner	☐	-	-
2	☐	▲	▼	CANCEL_REQUESTED	Cancelled by staff	☐	-	-
3	☐	▲	▼	CANCELLED_BY_PATRON	Cancelled By Patron	☐	-	-
4	☐	▲	▼	RECEIVED_DIGITALLY	Digitally received by library	☐	-	-
5	☐	▲	▼	EXPIRED	Expired	☐	-	-
6	☒	▲		REJECTED	Rejected by partner	☐	-	-

Deleted Requests

As a general rule of thumb, you shouldn't delete any borrowing requests!

The only way to retrieve information about **Deleted** borrowing requests is to search for them in **Alma analytics**. They will show up there with a request status of **Deleted**.