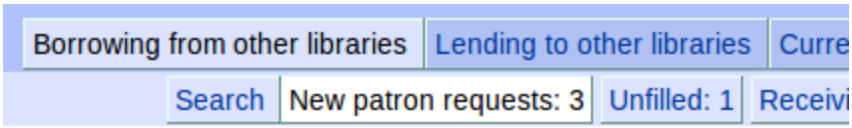
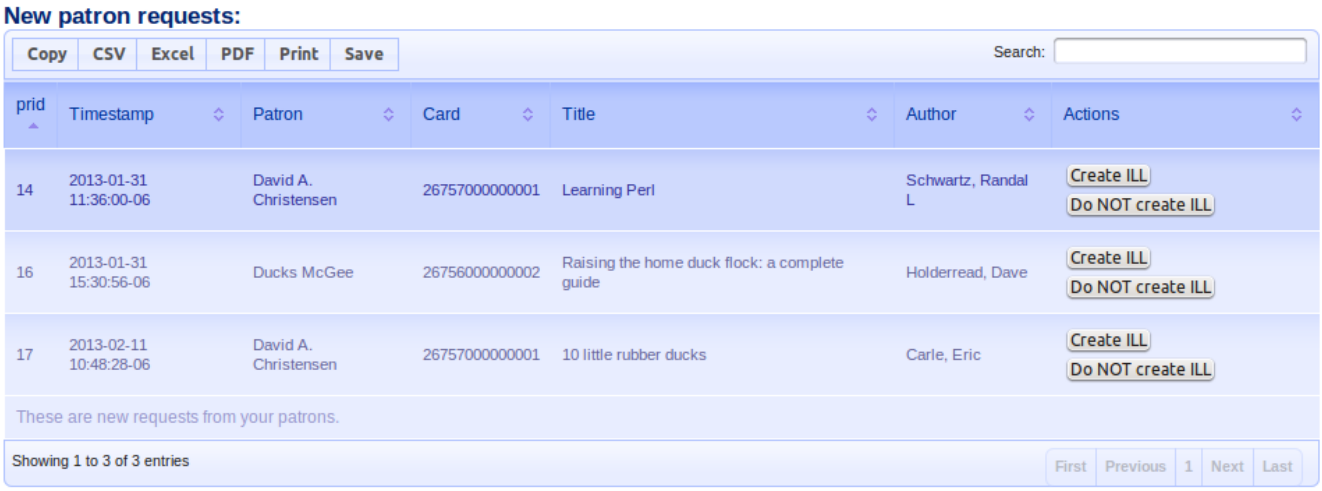
Working with requests from your patrons

Patrons can log in to the public side of fILL, and search and request books. fILL doesn't send each patron request to you as an email; instead, patron requests are integrated into your normal fILL workflows.



All of the patron-request handling is contained in a new tab under “Borrowing from other libraries”, called “New patron requests”.

New patron requests



The “New patron requests” screen shows all patron requests that you have not yet handled. There are two actions you can take: Create the ILL, or Do NOT create the ILL.

Action: Create the ILL

When a patron does a search and request, fILL automatically keeps track of the list of sources where the book was found. This means that, when you click the “Create ILL” button, you do not need to re-do the patron's search! – fILL has all of the information needed to create the ILL for you.

THE PATRON HAS ALREADY DONE THE SEARCH – SO YOU DON'T HAVE TO.

The ILL request is automatically created for you, and shows up on the first potential lender's pull list / respond page. From this point on, the request behaves exactly as if you had done the search and request yourself. (For example, it will appear in your “Current ILLs” -> “Current Borrowing”)

Action: Do NOT create the ILL

Before you click this button, either contact your patron to explain why you are not making the request for them, or print/save the table so you can do this later.

Clicking the “Do NOT create ILL” button deletes the patron's request.

Patron verification

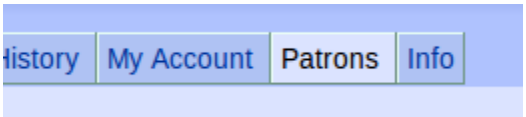
Patrons can create their own Public fILL accounts. When a newly-registered patron requests a book, their request will look slightly different:

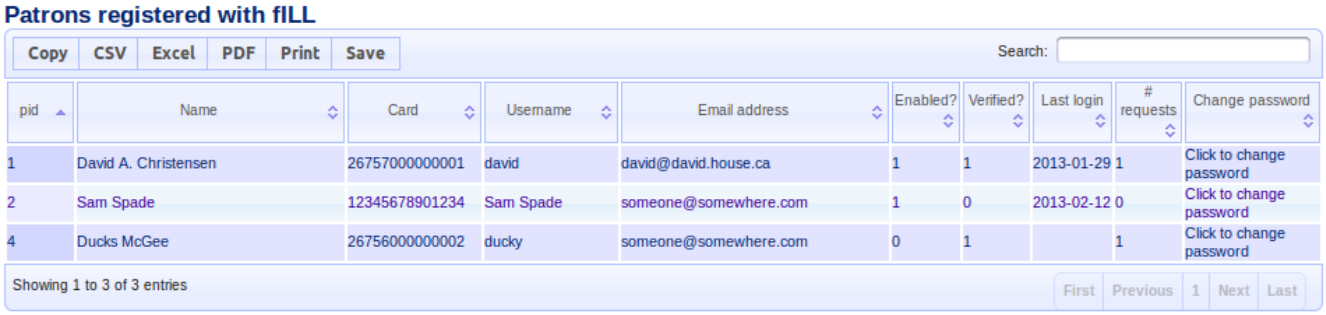
The “Create ILL” and “Do NOT create ILL” buttons are disabled until you click the “Verified” button, indicating that this is indeed your patron, and you are allowing them to use the service.

Clicking “Not a patron” discards the request and disables that account.

Managing patrons

There isn't much involved in managing patrons' fILL accounts. You can see your list of patrons here:





pid	Name	Card	Username	Email address	Enabled?	Verified?	Last login	# requests	Change password
1	David A. Christensen	26757000000001	david	david@david.house.ca	1	1	2013-01-29	1	Click to change password
2	Sam Spade	12345678901234	Sam Spade	someone@somewhere.com	1	0	2013-02-12	0	Click to change password
4	Ducks McGee	26756000000002	ducky	someone@somewhere.com	0	1		1	Click to change password

You can **enable** or **disable** a patron's account by clicking on the *Enabled?* cell for that patron, and changing the 1 (enabled) to a 0 (disabled), or vice versa.

The patron's password is not displayed, but if they've forgotten it, you can give them a new one by clicking the 'Click to change password'.

The # requests column is just for your information – it's the number of requests that each patron has made.

(The patron's email address is there to make it easy for you to contact them without the added step of looking them up in your ILS. You can change their email address by clicking on it.)