

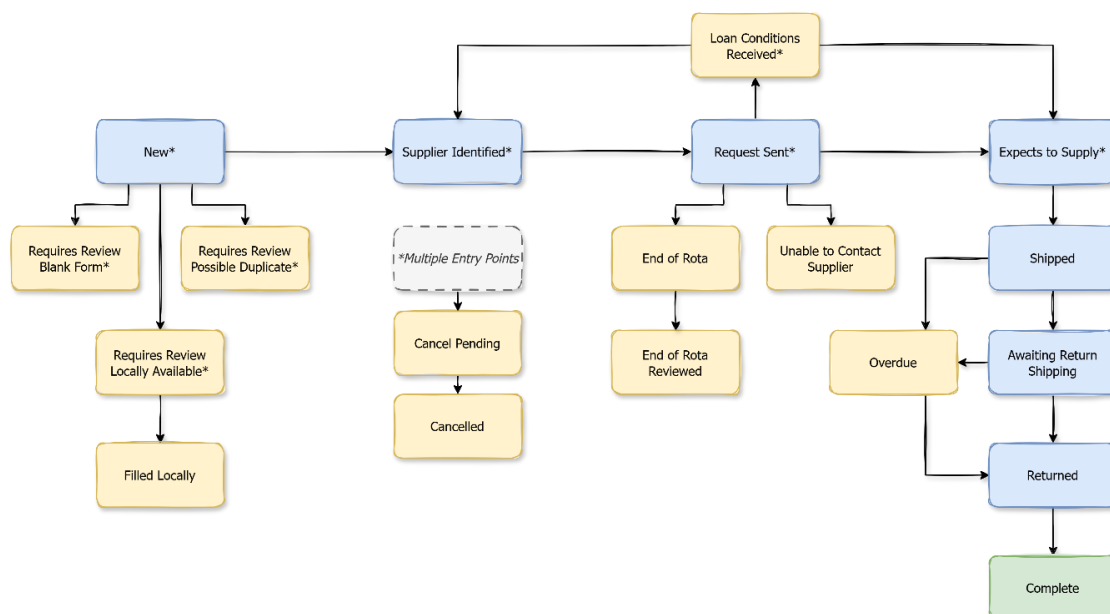
Trove Partners Resource Sharing

Request States

Request States

A list of request states, broken down between Loan and Copy requests, as well as requester and supplier.

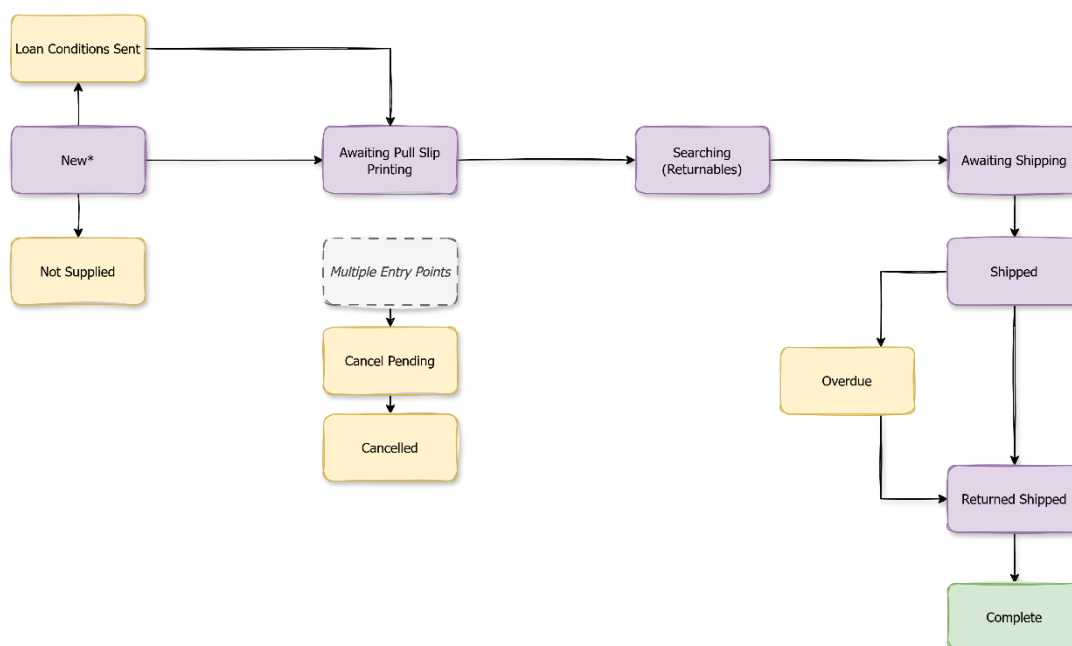
Loan request – Requester



State/Status	Description	Available Actions
New	A request has been by the requester.	Cancel request
Requires review - blank form	Staff have created a request and have not assigned a system identifier/cluster ID to the request.	Approve request as is Cancel request Update and resubmit request
Requires review - possible duplicate	The partner associated with a request has submitted another request for the exact same title within the specified time specified by their library to check for duplicates.	Approve request as is Cancel request
Requires review - locally available	An item is available to fill the request at the patron's own library and staff need to manually decide how to proceed with the request.	Cancel request Fill locally Respond cannot supply
Filled locally	An item is locally available to fill the request and staff indicate that the request will be filled locally.	None - terminal status

State/Status	Description	Available Actions
Supplier identified	TPRS is checking the shared index for suppliers that hold the item and has identified a potential supplier.	Cancel request
Request sent	The request has been sent to the next available supplier.	Cancel request
Expects to supply	The current supplier has responded that an item is available to supply.	Cancel request
Loan conditions received	The supplier has attached a loan condition to the request and requires confirmation.	Agree to loan conditions Cancel request Reject loan conditions
Shipped	The supplier has shipped the requested item to the requester.	Receive Print pull slip
Overdue	The due date for the request has passed.	Mark returned by patron Mark received Mark return shipped
Awaiting return shipping	The patron has returned the item and it's ready to be shipped back to the supplier.	Mark return shipped Print pull slip
Returned	The requester has shipped the item back to the supplier.	
Complete	The supplier has received the requested item and checked it out of TPRS.	None - terminal status
Cancel pending	The requesting library has cancelled the request and the request requires intervention from the supplier to either agree to or reject the cancellation.	None - terminal status
Cancelled	The requesting library has cancelled the request and the request requires no intervention from the supplier.	Create revised request
Unable to contact supplier	TPRS does not have the correct information to contact the supplier or the supplier's system is not set up correct to receive the request.	None - terminal status
End of rota	All possible suppliers have declined the request and no additional suppliers remain.	Mark reviewed Create revised request
End of rota, reviewed	A request at the end of rota has been mark reviewed by staff and cannot be pursued further.	None - terminal status

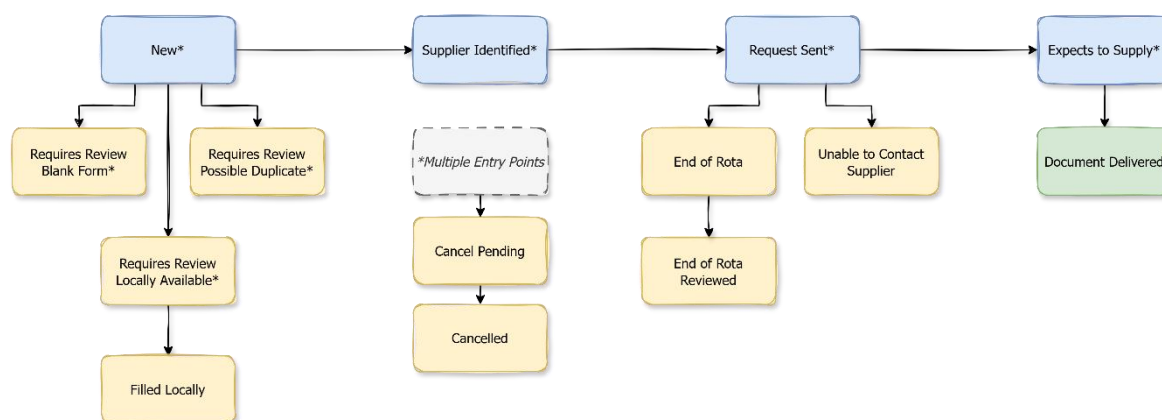
Loan request – Supplier



State/Status	Description	Available Actions
New	A request has been sent to the supplier.	Respond "Will Supply" Respond "Cannot Supply" Respond "Conditional Supply"
Not supplied	Either no available items could be found to fulfill the request by a supplier OR a supplier responds "cannot supply" to a request. The request moves on to the next supplier in the rota if one exists.	None - terminal status
Awaiting pull slip printing	An available item has been identified and a pull slip is available to print	Print pull slip Add loan condition Respond "Cannot Supply" Mark pull slip printed
Searching (returnables)	The pull slip has been printed and the item is ready to be pulled from the shelf	Fill this request Add loan condition Respond "Cannot Supply" Print pull slip Fill multi-volume request

Loan conditions sent	Loan conditions have been sent to the requester and processing has been paused while awaiting a reply	Mark loan conditions as agreed
Awaiting shipping	The requested item has been checked out of the local library management system and is ready to ship to the requester	Mark it shipped Add loan condition Mark request shipped Undo last action performed Fill multi-volume request
Shipped	The supplier has shipped the requested item to the requester	
Overdue	The due date for the request has passed	Complete request
Return shipped	The requester has returned the requested item to the supplier	Complete request
Complete	The supplier has received the requested item and checked it out of TPRS	None - terminal status
Cancel request received	The supplier has received a cancellation request from the requesting library and must manually respond to the request	Respond to cancellation
Cancelled	The supplier has received a cancellation request from the requesting library and the supplier agreed to the cancellation request.	None - terminal status

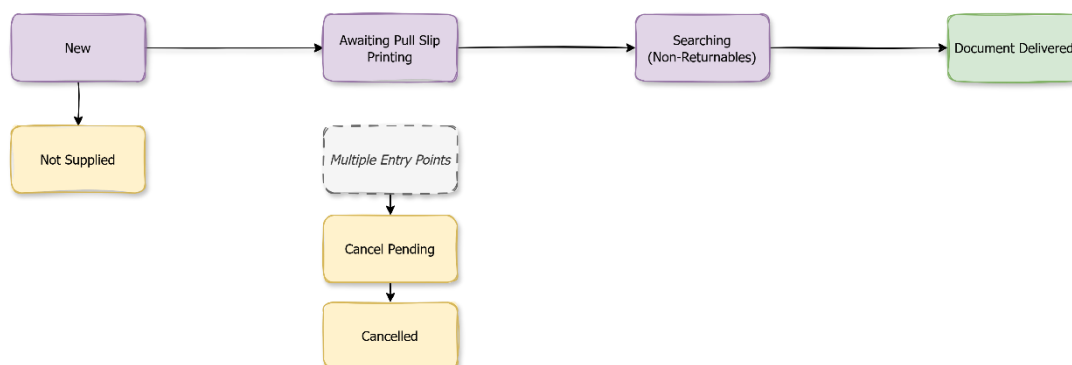
Copy request – Requester



State/Status	Description	Available Actions
New	A request has been created in the requester's TPRS Dashboard.	Cancel request
Requires review - blank form	Staff have created a request and have not assigned a system identifier/cluster ID to the request.	Approve request as is Cancel request Update and resubmit request
Requires review - locally available	An item is available to fill the request at the patron's own library and staff need to manually decide how to proceed with the request.	Fill locally
Filled locally	An item is locally available to fill the request and staff indicate that the request will be filled locally.	None - terminal status
Supplier identified	TPRS is checking the shared index for suppliers that hold the item and has identified a potential supplier.	Cancel request
Request sent	The request has been sent to the next available supplier.	Cancel request
Expects to supply	The current supplier has responded that they can supply.	Cancel request
Document delivered	The supplier has delivered the URL to the requested material to the requesting library.	None - terminal status

State/Status	Description	Available Actions
Cancel pending	The requesting library has cancelled the request and the request requires intervention from the supplier to either agree to or reject the cancellation.	None
Cancelled	The requesting library has cancelled the request and the request requires no intervention from the supplier.	None - terminal status
Unable to contact supplier	TPRS does not have the correct information to contact the supplier or the supplier's system is not set up correctly to receive the request.	None - terminal status
End of rota	All possible suppliers have declined the request and no additional suppliers remain.	Mark reviewed Create revised request
End of rota, reviewed	A request at the end of rota has been mark reviewed by staff and cannot be pursued further.	None - terminal status

Copy request – Supplier



State/Status	Description	Available Actions
New	A request has been sent to the supplier.	Respond "Will Supply" Respond "Cannot Supply"
Not supplied	Either no available items could be found to fulfill the request by a supplier OR a supplier responds "cannot supply" to a request. The request moves on to the next supplier in the rota if one exists.	None - terminal status
Awaiting pull slip printing	An available item has been identified and a pull slip is available to print	Print pull slip Respond "Cannot Supply" Mark pull slip printed
Searching (non-returnables)	The pull slip has been printed and the item is ready to be pulled from the shelf	Fill this request Respond "Cannot Supply"
Document delivered	The supplier has sent the URL to fill the requested item to the requester	None - terminal state
Cancel request received	The supplier has received a cancellation request from the requesting library and must manually respond to the request	Respond to cancellation
Cancelled	The supplier has received a cancellation request from the requesting library and the supplier agrees to the cancellation request	None - terminal state