



# Viewing historical requests



Idea Exchange and



NERS Enhancement (ID #5197)

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## Viewing Historical Requests in the Resource Request Monitor

- The Resource Request Monitor displays historical requests, including completed, canceled, and rejected requests.
- The Activity Status filter was added at the top of the page to allow the staff user to display only active requests, completed requests, or both.
- The date facets on the page are unavailable when filtering on “All” or “Completed.”

# Viewing Historical Requests in the Resource Request Monitor

- Access the Resource Request Monitoring page

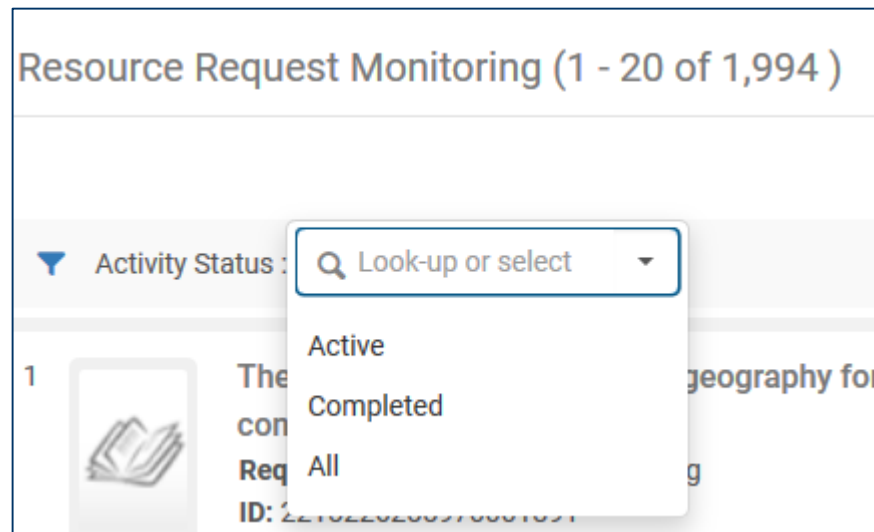
The screenshot shows a web application interface for the Health Sciences Library - Main Service. The top navigation bar includes 'Fulfillment', 'Admin', and 'Analytics'. A dropdown menu is open under 'Fulfillment', listing various options. The option 'Monitor Requests & Item Processes' is highlighted with a red rectangular box. At the bottom of the menu, there is a search icon and the text 'Click here to search for any menu link or press Alt+Ctrl+F'.

Fulfillment	Admin	Analytics	Health Sciences Library - Main Service
<a href="#">Fulfillment</a>	<a href="#">Checkin</a>	<a href="#">Resource Sharing</a>	<a href="#">Advanced Tools</a>
<a href="#">★ Manage Patron Services</a>	<a href="#">Lending Requests</a>	<a href="#">Fulfillment Configuration Utility</a>	<a href="#">Create Fulfillment Sets</a>
<a href="#">Return Items</a>	<a href="#">Borrowing Requests</a>	<a href="#">Bulk Change Due Dates</a>	<a href="#">View Restore Request Jobs</a>
<a href="#">Resource Requests</a>	<a href="#">Receiving Items</a>	<a href="#">View Overdue and Lost Loan Jobs</a>	<a href="#">Offline Circulation</a>
<a href="#">Pick From Shelf</a>	<a href="#">Shipping Items</a>	<a href="#">Items Requiring Action</a>	<a href="#">Transfer requests</a>
<a href="#">Scan In Items</a>	<a href="#">Partners</a>	<a href="#">Delete Requests</a>	<a href="#">Create Fines And Fees Report</a>
<a href="#">Expired Hold Shelf</a>	<a href="#">Rota Templates</a>	<a href="#">Process and Enrich Citations</a>	<a href="#">Resend Printouts/Emails</a>
<a href="#">★ Active Hold Shelf</a>		<a href="#">Citation Alternate Suggestions</a>	<a href="#">Loans Overdue Notification Status Update</a>
<a href="#">★ Manage In Process Items</a>			
<a href="#">★ Approval Requests List</a>			
<a href="#">Monitor Requests &amp; Item Processes</a>			
<a href="#">Course Reserves</a>			
<a href="#">Courses</a>			
<a href="#">Reading Lists</a>			
<a href="#">Citations</a>			

🔍 [Click here](#) to search for any menu link or press Alt+Ctrl+F

# Viewing Historical Requests in the Resource Request Monitor

- The Activity Status filter was added at the top of the page to allow the staff user to display only active requests, completed requests, or both.



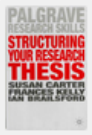
# Viewing Historical Requests in the Resource Request Monitor

- For example here we have filtered and faceted for all patron physical item requests owned by the Central Library for pickup at the Central library.

< Resource Request Monitoring (1 - 20 of 1,893) Cancel

Activity Status : **Completed** | Owner : **Central Library** | Pickup Location : **Central Library** | Request/Process Type : **Patron physical item request** | Clear all

1  **Change through time : 50 years of New Zealand archaeology / edited by Louise Furey and Simon Holdaway.** View Title in Search  
**Request Type:** Patron physical item request **Call Number:** DU427 .CE717  
**ID:** 2241090931390001891 **Request Date:** 13/04/2018  
**Creator:** System **Material Type:** Book  
**Requester:** V2VzbGV5, UmFjaGVs QW5uZQ==  
**Barcode:** 30020106979406  
**Request Status:** Completed

2  **Structuring your research thesis / Susan Carter, Frances Kelly, Ian Brailsford.** View Title in Search  
**Request Type:** Patron physical item request **Call Number:** H62 .C3435 2012  
**ID:** 2241220107410001891 **Request Date:** 23/04/2018  
**Creator:** System **Material Type:** Book  
**Requester:** SmFtZXM=, Sm9zaHVh SmVuc2Vu  
**Barcode:** 30020107031165  
**Request Status:** Completed

## Viewing request history for an item retrieved in search results

- In addition to the April 2018 feature allowing the staff user to view historical requests in Resource Request Monitoring, in the May 2018 release it is also possible view request history for an item retrieved in search results.

# Viewing request history for an item retrieved in search results

- For example here is the “Other details” section of an “All titles” search for title “Lean in: women, work and the will to lead”

All titles ▾ Title ▾ lean in women work and the will to lead

All Titles | lean in women work and the will to lead

🏠 Institution | 👤 Community

Sort by : Rank ▾ Secondary Sort by : Rank ▾

1 **Lean in : women, work, and the will to lead / Sheryl Sandberg with Nell Scovell.** 🛒 Orders: 1

**Book {Book - Physical} text; unmediated; volume** By Sandberg, Sheryl. (New York : Alfred A. Knopf, 2013) **Language:** English

**Subject:** Women executives. Leadership in women. Sandberg, Sheryl. **ISBN:** 9780385349949 (hardcover) and others

**Edition:** First edition. **Record number:** (OCoLC)813526963

**Update Date:** 17/10/2017

● Physical (1)    Electronic    Digital    **Other details**

Related Records	0	<b>Completed requests</b>	<b>13</b>
Publishing information for physical inventory	<b>21100719460001891</b>	Licenses	0
Reminders	0	Courses	0

# Viewing request history for an item retrieved in search results

- Clicking the “completed requests” link brings the staff user to the “Resource Request Monitoring” page

The screenshot displays the 'Resource Request Monitoring' interface. On the left is a sidebar with facets: Facets, Type (Request (13)), Material Type (Book (13)), Workflow Step (Undefined (13)), Request/Process Type (Patron physical item ... (9), Transit For Reshelving (4)), Workflow Step Status (Undefined (13)), and Owner (Undefined (13)). The main content area shows a list of requests under the heading 'Resource Request Monitoring (1 - 13 of 13)'. A filter for 'Activity Status : Completed' is applied. Three requests are listed, each with a book cover thumbnail, title, and detailed request information.

Request ID	Request Type	Request Date	Material Type	Request Status
2216381733390001891	Patron physical item request	09/04/2014	Book	Completed
2216466789900001891	Patron physical item request	14/04/2014	Book	Completed
2218219645010001891	Patron physical item request	28/07/2014	Book	Completed





Thank You  
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