Awaiting Lender Address Match

Sometimes ILL requests end up in the queue called **Awaiting Lender Address Match**. They end up in this queue because the address that we have on file does not match what ILLiad thinks it should be.

1. Open up the **Awaiting Lender Address Match** queue, then open up the first item in the list. This brings up the Lender Selection window.
2. The "Request" group of information is the library that the request is being sent to. The "Address" group of information is below what we have saved.
   a. Look and compare the "Library Name" and "Shipping Address" to the information in the "Ship To" line above.
   b. Be aware that all the information might match up with out any alterations - this is ok!
3. We get a number of requests from libraries with multiple buildings. On the right side of the screen there is a box that has the addresses for the multiple buildings, when applicable.
   a. Be sure that you have the right address up, otherwise we could send the book to the wrong building.
4. Check to be sure that the email address in the "Request" group matches the email address that we have saved in the "Borrowing Department EMail" and the "Lending Department EMail" fields.
5. Check to see what the "Article Billing Category" says.
   a. If "Default," we will charge them $15 for the item. If "Exempt," we will not charge them.
6. To verify that the billing category is correct, we have to check the policy directory.
   a. To access, click on the small globe next the library "Symbol."
      i. The policy directory is also secondary place that you could see the Library's Address information.
   b. Scroll down the page until you can see the library's "Group Affiliations." To be "Exempt," the library will need to be a member of "Libraries Very Interested in Sharing," or LVIS. We also have a "Reciprocal Faculty Borrowing Agreement," or RECIROCAL.
7. After verifying whether or not the library is exempt, look under the "Groups" tab back in the Lender Selection window and see if the proper boxes are checked off.
8. If you made any changes, click the **Update** button at the top of the screen.
9. Click on the **Select**.
   a. The request will open up and you can then route the request to **Awaiting Lending Request Processing**.