



# Navigator Quick Reference: The Lender Work Queue

## The Work Queue

The NRE (Navigator Request Engine) Work Queue is the main area for processing requests. When you log on to Navigator, it is normally the first screen you see. It is divided into Borrower and Lender request categories:

<a href="#">Standard</a>   <a href="#">Advanced</a>   <a href="#">Results</a>   <a href="#">Bulk Action</a>   <a href="#">Create</a>   <a href="#">Batch Update</a>   <a href="#">Saved Searches</a> <a href="#">Work Queue</a>   <a href="#">Work Queue Edit</a>			
<b>Work Queue</b>			
<b>Borrower</b>		<b>Lender</b>	
Category	Count	Category	Count
Idle / Check Manual	<a href="#">1</a>	New Requests	<a href="#">4</a>
Pending	<a href="#">7</a>	New Requests Expiring Today	0
Pending > 4 days	<a href="#">7</a>		
Pending > 2 weeks	<a href="#">7</a>	Will Supply	0
Terminated	0		
End of lender string	0	Conditional	0
Conditional	0	Cancel Requested	0
Cancel Pending	<a href="#">3</a>		
Messages	0	Messages	0
Staff Review	0	Staff Review	0
Shipped	<a href="#">1</a>	Shipped	<a href="#">3</a>
Shipped > 1 week	<a href="#">1</a>	Returned	<a href="#">1</a>
Shipped > 2 weeks	<a href="#">1</a>		
Received	0		

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Renew Pending	<u>1</u>	Overdue Today	<u>3</u>
		Overdue	0
Overdue	0	Overdue > 4 weeks	0
Recalled	<u>1</u>		
Returned	<u>4</u>		
<b>Reports</b>		<b>Reports</b>	
Received List	0	Pick List	0
Returned List	<u>1</u>	Shipping List	0

### The Lender Work Queue

In this quick reference, we will focus on the Lender Work Queue. The Borrower Work Queue is covered in a separate quick reference. The Lender Work Queue shows all of your current requests as a Lender through your Navigator consortium.

The request categories on the Lender Work Queue can be customized somewhat, depending on the needs of your consortium. But the categories shown above are the standard ones that most Navigator subscribers will see. As you and Lenders from your consortium take action on requests, the number of requests in the various categories (as reflected in the Count column) will change. When an action is taken on a request and it moves to a different category, the Work Queue is automatically updated to reflect the change.

### Lender Work Queue Categories

You should check the Work Queue periodically for requests that require staff intervention. When you check the Lender Work Queue on a regular basis, you should check for any new Messages from borrowing libraries, indicating an action that needs to be taken on a loan request.

The following table describes the major Lender Work Queue categories and the actions commonly required for each.

Category	Action
<b>New Requests</b>	Requests for items that other libraries would like you to supply.
<b>New Requests Expiring Today</b>	Requests for which you (or NRE) have not sent a response. Today is the last day these requests will be at your library. If no response is sent by the end of the day, the request will move on to the next potential Lender.
<b>Cancel Requested</b>	Requests that the Borrower would like to cancel. You should act on these to let the borrowing library know that the request has been cancelled, or to let the borrowing library know that the item has already been shipped and

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	therefore cannot be cancelled.
<b>Renewal Requested</b>	Items you have lent to other libraries that the Borrower wants to renew. You should act on these requests and let the Borrower know whether you agree to a renewal of the loan.
<b>Will Supply</b>	New requests that have been successfully processed by the NRE (Navigator Request Engine) and the Circulation Gateway and need to be shipped.
<b>Conditional</b>	Requests for which you have asked the borrowing library to agree to certain conditions before supplying the item. If the borrowing library agrees to the condition(s), you will be able to process the request. If the borrowing library cannot agree to the condition(s), NRE will automatically assume the item cannot be supplied and will move the request on to the next Lender.
<b>Messages</b>	Notes sent to you from Borrowers. You should regularly check for any messages in the Lender Work Queue, since they may indicate issues or questions about a request.
<b>Staff Review</b>	Requests that have encountered an error of some sort during processing and require staff review. The error may be in the NRE request process or in the circulation integration process. These requests require staff intervention in order to progress further in the workflow. Frequently, these involve items for which the circulation integration has failed.
<b>Shipped</b>	Items that have been sent from your library to a borrowing library.
<b>Overdue</b>	Requests for which you have performed the Overdue action.
<b>Overdue Today</b>	This category represents items on loan from your library that have reached their due date for return. You may perform an Overdue action on these requests to notify the borrowing library that the loaned item should be returned.
<b>Overdue &gt; 4 weeks</b>	Requests for which you performed the Overdue action more than 4 weeks ago and the item still has not been returned.
<b>Returned</b>	Requested items that have been returned by the borrowing library. Once your library has received the items, you should check them in, ending the life cycle of the request.

## Using the Lender Work Queue

### Click on the Numbers

To see a list of the requests in any category on the Lender Work Queue, click on the number in the Count column. For example, in the Lender Work Queue shown below, the *Shipped* category has 4 entries. That means the library has shipped 4 requested items to Borrowers.

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---

Lender	
Category	Count
New Requests	<a href="#">3</a>
New Requests Expiring Today	0
Will Supply	0
Conditional	0
Cancel Requested	0
Messages	0
Staff Review	0
Shipped	<a href="#">4</a>
Returned	<a href="#">1</a>
Overdue Today	<a href="#">4</a>
Overdue	0
Overdue > 4 weeks	0



Clicking on the number 4 in the *Shipped* category produces the following list of requests (commonly called a *hitlist*):

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### Lender Results

Number of Results: 4

Bulk Action:  [Select all](#)  [Deselect all](#)  [Clear all](#) [Bulk Action](#)

Our Number : Their Number \*\*\* Borrower : Lender \*\* Barcode

1577 : 1395 \*\*\* Train 1-03 : Train 1-01

**Guns, germs, and steel : the fates of human societies**

Jared M Diamond

Status: **Shipped**: Authorisation: **Processed** Last Action: **Shipped**: 18 Mar 2010

Checked In  [Action](#)  [Details](#)

1415 : 1389 \*\*\* Train 1-02 : Train 1-01 \*\* 1226

**The poisonwood Bible : a novel**

Barbara Kingsolver

Status: **Shipped**: Authorisation: **To be Acknowledged** Last Action: **Returned-Indication**: 25 Jan 2010

Checked In  [Action](#)  [Details](#)

1411 : 1385 \*\*\* Train 1-02 : Train 1-01 \*\* 1222

**The 7 habits of highly effective people : restoring the**

Stephen R Covey

Status: **Shipped**: Authorisation: **To be Acknowledged** Last Action: **Received-Indication**: 30 Jul 2009

Checked In  [Action](#)  [Details](#)

1410 : 1384 \*\*\* Train 1-02 : Train 1-01 \*\* 1221

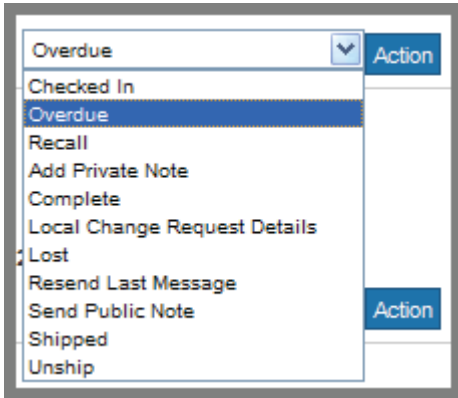
**The great influenza : the epic story of the deadliest plague in**


John M Barry

### Take Action on an Individual Request

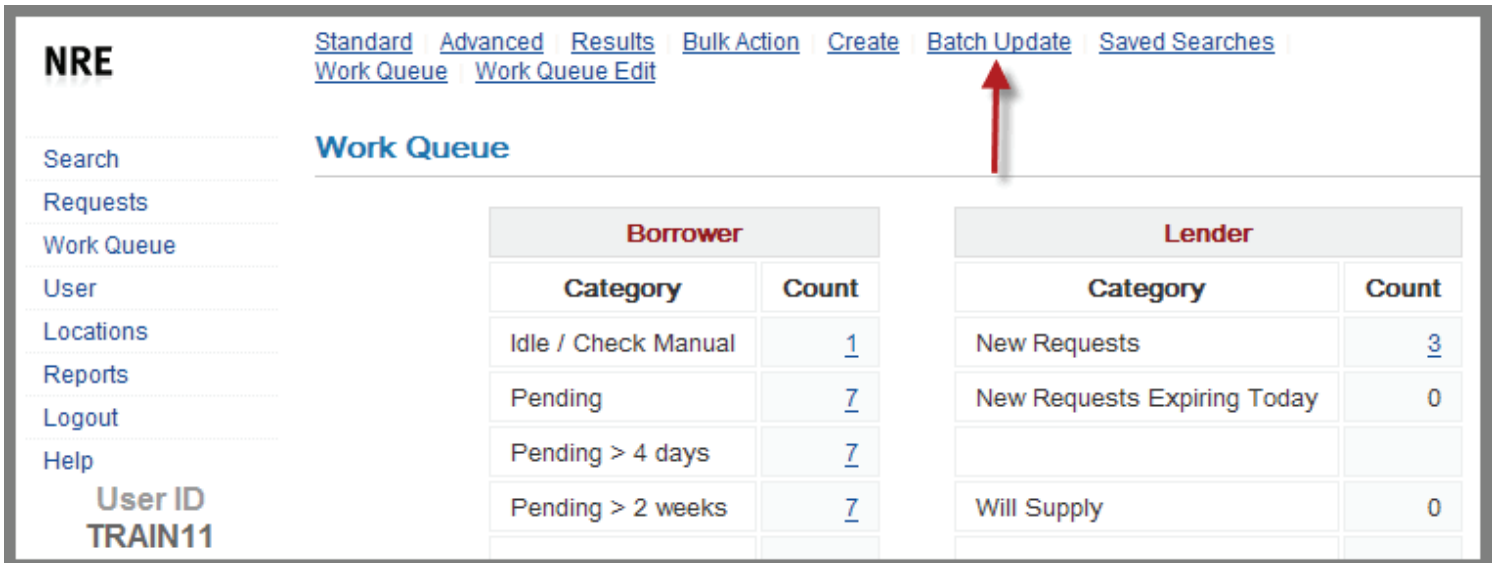
Each individual request has a drop-down menu of possible actions. (See below.) The drop-down menu of potential actions varies, depending on the status of the request. The requests in the hitlist above all have the status of *Shipped*. So the list of available actions for these requests looks like the following:

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Selecting any of the available actions for the request (e.g., *Overdue*) and then clicking the  button will initiate that action for the request.

**Batch Update.** Batch Update is the quickest method of handling multiple iterations of the same transaction. It is also a preferred method of doing many common NRE transactions on an individual basis. Batch Update is always available from the top of the NRE interface screen:



**NRE** [Standard](#) [Advanced](#) [Results](#) [Bulk Action](#) [Create](#) [Batch Update](#) [Saved Searches](#)  
[Work Queue](#) [Work Queue Edit](#)

**Work Queue**

Borrower		Lender	
Category	Count	Category	Count
Idle / Check Manual	<u>1</u>	New Requests	<u>3</u>
Pending	<u>7</u>	New Requests Expiring Today	0
Pending > 4 days	<u>7</u>		
Pending > 2 weeks	<u>7</u>	Will Supply	0

Search  
Requests  
Work Queue  
User  
Locations  
Reports  
Logout  
Help  
User ID  
TRAIN11

For more information on using Batch Update in NRE, please refer to any of the following Navigator quick references:

- **Navigator Quick Reference: Shipping**  
(<http://www.oclc.org/us/en/support/documentation/navigator/using/NavigatorQuickReferenceShipping.pdf> )
- **Navigator Quick Reference: Receiving**  
(<http://www.oclc.org/us/en/support/documentation/navigator/using/NavigatorQuickReferenceReceiving.pdf> )
- **Navigator Quick Reference: Returning**  
(<http://www.oclc.org/us/en/support/documentation/navigator/using/NavigatorQuickReferenceReturning.pdf> )

## Navigator Quick Reference: Lender Work Queue


- **Navigator Quick Reference: Checking In**  
( <http://www.oclc.org/us/en/support/documentation/navigator/using/NavigatorQuickReferenceCheckingIn.pdf> )

### Get Details about an Individual Request

Each request on a hitlist has a **Details** link:

1900 : 1899 \*\*\* Pasadena PL : San Antonio PL Central  
**Last dance : behind the scenes at the Final Four /**  
John Feinstein | ISBN: 9780316160308, 031616030X  
*Status: In Process: Authorisation: Processed Last Action: Answer Will Supply: 21 Sep 2009*

Shipped Action Details



Clicking on the **Details** link produces an extensive list of information about the request. For example, clicking the Details link for the request shown above provides the following information about the request. Because the detailed information is so extensive, it is shown in the following 3 screen captures. In your NRE interface you will see this information in one continuous flow.

### Request Details

Actions available: Shipped Action

#### Request Details

**Request ID**

<b>Our Number</b>	1900
<b>Their Number</b>	1899

**Status** In Process

**Authorisation Status** Processed

#### Service Details

Service 1		Service 2	
Service Type	Loan	Service Type	None
Media Type	Printed	Media Type	None

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### Item Details (Monograph)

**Title** Last dance : behind the scenes at the Final Four /

**Subtitle**

**Author** John Feinstein

#### Series Title & Numbering

**Sponsoring Body**

**Publisher** New York : Little, Brown, 2006

**Place of Publication**

**Date** 2006

**Edition** 1st ed.

**Item Description**

**ISBN** 9780316160308, 031616030X

**UPC**

**Classmark**

**Call Number** 796.32363 FEINSTEIN

**Volume / Issue**

#### Control Numbers

**OCLC** 61758615

**Local** Unknown Control Number

**Local** Unknown Control Number

#### Additional Nos

**Ref. Source** WorldCat Navigator



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### Additional Service Details

**Requested By** Pasadena Public Library  
**Service Level** Normal - Local Search  
**Entry Date** 21 Sep 2009 13:33

### Delivery Details

**Delivery Method** Postal Delivery

**Send To**

Pasadena Public Library  
1201 Jeff Ginn Memorial Dr.  
Pasadena  
TX  
77506

**Telephone No** 713 477-0276

### History

Borrower	Action	Status	Date Changed
<a href="#">Pasadena Public Library</a>	Answer Will Supply - other	In Process	21 Sep 2009 13:34:52
<a href="#">Pasadena Public Library</a>	REQUEST-Indication	In Process	21 Sep 2009 13:33:51

Actions available:

## Take Action on Multiple Requests

**Bulk Action.** The Bulk Action option is the best way to handle multiple requests at once in NRE. It is especially appropriate for actions such as *Not Supplied*, *Overdue* and *Complete*. If the first 3 requests on the hitlist shown earlier were overdue and you wanted to flag them as Overdue in NRE, you could initiate the *Overdue* action for all of them at once, using Bulk Action. To do this, simply click the check box for each item, select *Overdue* from the drop-down list, and click the

**Bulk Action**

button. (see next page)

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Bulk Action:  [Select all](#)  [Deselect all](#)  [Clear all](#) **Bulk Action**

Our Number : Their Number \*\*\* Borrower : Lender \*\* Barcode

1577 : 1395 \*\*\* Train 1-03 : Train 1-01

**Guns, germs, and steel : the fates of human societies**

Jared M Diamond

Status: **Shipped**: Authorisation: **Processed** Last Action: **Shipped**: 18 Mar 2010

Overdue

Action

 [Details](#)

1415 : 1389 \*\*\* Train 1-02 : Train 1-01 \*\* 1226

**The poisonwood Bible : a novel**

Barbara Kingsolver

Status: **Shipped**: Authorisation: **To be Acknowledged** Last Action: **Returned-Indication**: 25 Jan 2010

Overdue

Action

 [Details](#)

1411 : 1385 \*\*\* Train 1-02 : Train 1-01 \*\* 1222

**The 7 habits of highly effective people : restoring the**

Stephen R Covey

Status: **Shipped**: Authorisation: **To be Acknowledged** Last Action: **Received-Indication**: 30 Jul 2009

Overdue

Action

 [Details](#)

Clicking **Bulk Action** on the above screen produces the screen on the following page, which allows you to confirm the *Overdue* action for all 3 requests. Notice that the Request IDs on the screen that follows are the same Request IDs of the 3 requests (above).

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**Bulk Action / Authorisation**

Enter Request IDs, separated by blanks or commas

**Request IDs** 1411, 1415, 1577

Select action for all the requests

**Action**   [Reset Form](#)

Clicking the **Action** button initiates the Bulk Action for all 3 requests at once, and changes their status to *Overdue*.

## Some Common Lender Functions

### New Requests

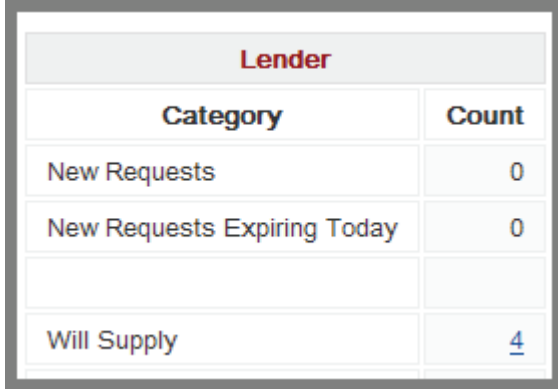
New requests from borrowing libraries will appear in the New Requests section of the Lender Work Queue:

Lender	
Category	Count
New Requests	<a href="#">3</a>

If you have enabled circulation integration, requests in this status will automatically be processed by NRE, which will verify that the item is available and send a message to your circulation system to

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place a hold on the item. Once the process is complete, your new requests will move to the *Will Supply* status:



Lender	
Category	Count
New Requests	0
New Requests Expiring Today	0
Will Supply	<a href="#">4</a>

If your library has circulation integration, it is not necessary to continually monitor the Lender Work Queue for New Requests, since they'll be automatically moved to the Will Supply category. However, requests for which the automatic availability check and hold have failed (or have not been implemented) will remain in New Requests. These requests will have to be handled individually by staff members. So if you have not enabled circulation integration, you should monitor the New Requests queue on a regular basis.

### The Pick List

New Requests also appear in the Pick List Report, which can be printed out as an aid when retrieving items from your shelves:



Reports	
Pick List	<a href="#">3</a>
Shipping List	0

The number of New Requests in the Pick List Report will increment until the report is printed by clicking on the Pick List number (see above). After the report is printed, the Pick List count will reset to 0 and begin to increment again as more new requests are received.

Sample Pick List:

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<b>Request No.:</b> 64	<b>Status:</b> In Process
<b>Call Number:</b>	
<b>Expiration Date:</b> 04-MAY-2009	
<b>Title:</b> Jacks around the world	
<b>Author:</b> Mary D. Lankford	
<b>Edition:</b>	
<b>Publisher Info:</b> Morrow Junior Books ;	
<b>Publication Date:</b> 1996	
<b>Description:</b>	
<b>ISBN/ISSN:</b> 9780688137076	
<b>Publisher Number:</b>	
<b>Format:</b> Other	
<b>Article Title:</b>	
<b>Article Author:</b> Mary D. Lankford	
<b>Volume/Issue:</b>	<b>Pages:</b>
<b>Article Date:</b> 1996	
<b>Copyright Compliance:</b>	
<b>Request Notes:</b>	
<b>Additional Numbers:</b>	
<b>Need By:</b>	
<b>Ship To:</b> Test 08 Location	

### Shipping Items to Borrowers

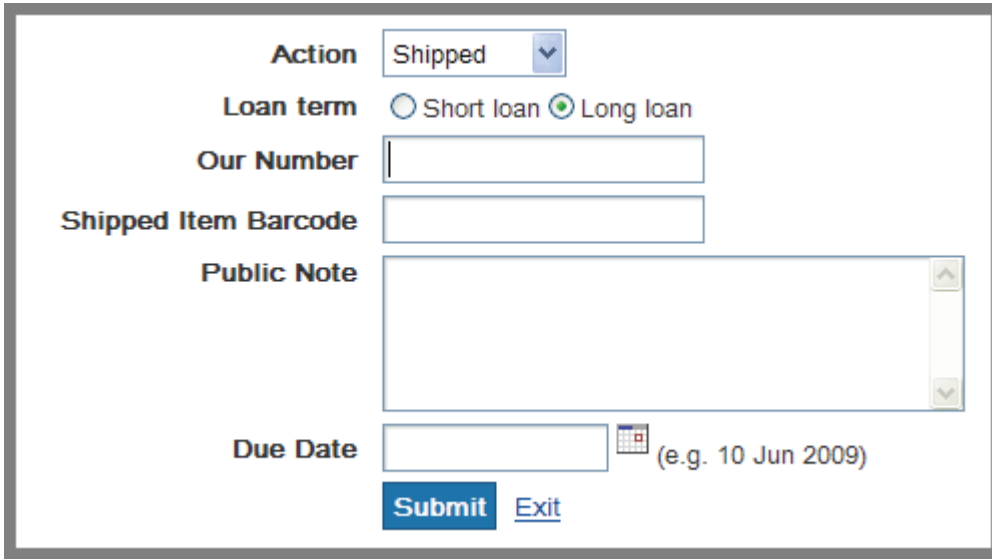
If you have a requested item on hand and are willing to lend it to a borrowing library, you can notify the Borrower through NRE that you will be shipping the item. The quickest way to change the status of an item to *Shipped* in NRE is to use the Batch Update feature. Batch Update is accessed from the top of the NRE user interface:



On the Batch Update screen, select *Shipped* as the action:

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The screenshot shows a web form for managing a loan. It contains the following elements:

- Action:** A dropdown menu currently set to "Shipped".
- Loan term:** Two radio buttons, "Short loan" and "Long loan", with "Long loan" selected.
- Our Number:** A text input field.
- Shipped Item Barcode:** A text input field.
- Public Note:** A large text area with scrollbars.
- Due Date:** A date picker field with a calendar icon and the example text "(e.g. 10 Jun 2009)".
- Buttons:** A blue "Submit" button and a blue "Exit" button.

Modify the loan term if necessary, and enter or scan the NRE request number in the Our Number field and/or the barcode from the physical item in the Shipped Item Barcode field. (You may be able to find a bar-coded version of the NRE request number on your pick list.)

You may also add a note that will be sent to the Borrower with the message that the item has been shipped.

A default Due Date will display. You can change the loan term or modify the due date as appropriate.

Click **Submit** after the data has been entered.

For more information about shipping items via NRE, please see [Navigator Quick Reference: Shipping](#).

### When You Cannot Supply a Requested Item

Navigator is automatically configured to search your catalog and respond with a *Nonsupply* message if a requested item is not located in your catalog. Navigator will also respond *Nonsupply* if the item is located in your catalog but is not on the shelf, or if a hold could not be placed on the item in your circulation system.

If you must manually respond to a request that you cannot provide, you can search for the request through the NRE Request Search:

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**NRE**  
Search  
Requests ←  
Work Queue  
User  
Locations  
Reports  
Logout  
Help  
User ID  
SAP

Or you can search for the request via the New Requests or Will Supply category on the Lender Work Queue:

Lender	
Category	Count
New Requests	0
New Requests Expiring Today	0
Will Supply	4

After you find the request, on the resulting hitlist, select the action *Answer Nonsupply* and click the **Action** button:

Our Number : Their Number \*\*\* Borrower : Lender \*\* Barcode

---

1908 : 1907 \*\*\* Pasadena PL : San Antonio PL Central

**Willa Cather's My Ántonia /**

Harold Bloom; | ISBN: 1555460356, 9781555460358

Status: **In Process**: Authorisation: **Processed** Last Action: **Answer Will Supply**: 21 Sep 2009

Answer Nonsupply **Action**

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On the Answer Nonsupply screen, select an appropriate reason for your response. You may also enter a note to the borrower in the Public Note field and a note to yourself in the Private Note field. Then select the **Not Supplied** button to send the message to the Borrower.

**Request**

---

**Action: Answer Nonsupply**

**Not Supplied** [Reset](#)

**Our Number** 1908  
**Status** In Process  
**Will Supply Reason** other  
**Title** Willa Cather's My Ántonia /  
**Author** Harold Bloom;  
**Reason**   
**Public Note**   
**Private Note**

**Not Supplied** [Reset](#)

The request will no longer show up in your Work Queue, as it is no longer an active request. It will move on to the next location in the lender string.

### Automatic Expiration of Requests

When a request is sent to a potential Lender, an expiration date (expiry date) is also sent. If you do not update the request for a loan (by changing its status to *Shipped*, *Not Supplied*, *Will Supply*, *Answer Conditional*, etc.) after a specific number of days, the request will automatically expire and will no longer be in your Lender Work Queue.

Because of Navigator's automatic processing function, requests rarely expire since they are normally processed by NRE immediately upon receipt. However, if for any reason the automatic processing has failed (or the request has not been processed automatically because your library hasn't implemented circulation integration), the request remains in the New Requests category and must be manually handled before the expiry date.



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Requests about to expire are labeled as such in the Lender Work Queue:

Lender	
Category	Count
New Requests	<a href="#">7</a>
New Requests Expiring Today	0

### Checking in Returned Items

When an item you have lent to a borrowing library is returned to you, you must perform a *Checked In* action to complete the request in NRE. This will send a message to the borrowing library that the item has been returned to you. Once you check an item in, the request will automatically be removed from the Work Queue because the request has reached the end of its life cycle.

For detailed information on checking items in through NRE, please see [Navigator Quick Reference: Checking In](#).

### Renewal Requests

If you have any requests in the *Renewal Requested* category of the Work Queue:

Renewal Requested	<a href="#">1</a>
-------------------	-------------------

You should update those requests to let the Borrower know whether you agree to renew the item. Clicking on the number in the *Renewal Requested* category produces a hitlist:

Our Number : Their Number \*\*\* Borrower : Lender \*\* Barcode

1502 : 1432 \*\*\* Train 1-01 : Train 1-02 \*\* 1115

**Change of heart : a novel**

Venter, Frederik F.Johannes

Status: **Renew / Pending**: Authorisation: **To be Acknowledged** Last Action: **Renew-Indication: 11 Nov 2008**

**End of Results**

Number of Results: 1

- Renew Answer-Yes
- Renew Answer-Yes
- Renew Answer-No
- Recall
- Add Private Note
- Checked In
- Complete
- Local Change Request Details
- Lost
- Overdue
- Send Public Note

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Use the drop-down list to indicate your response to the renewal request (Renew Answer-Yes, Renew Answer-No, etc.) and click the **Action** button.

If you take the Renew Answer – Yes action, you should let the Borrower know the new Due Date for the loan.

**Note:** The Renew action does not automatically update your circulation system with the new due date. The circulation record must be updated manually.

### Sending Overdue Notices

When the Due Date for an item you have loaned is reached, the Lender Work Queue will indicate that the item is overdue:

Overdue Today	<a href="#">3</a>
Overdue	0
Overdue > 4 weeks	0

As long as the item has been received by the borrowing library, you can send an Overdue message to the Borrower. To do this, first click the number that corresponds to the *Overdue* category. On the resulting hitlist (see below), select *Overdue* from the drop-down list and click the **Action** button.

1367 : 1366 \*\*\* Train 1-01 : Train 1-02 \*\* 1111  
**Glimmerings of truth : being a collection of poems / by William Henry Cumpston.**  
Cumpston, William Henry.  
*Status: Shipped: Authorisation: To be Acknowledged Last Action: Returned-Indication: 16 Dec 2009*

Overdue Action

Add a note, if needed, on the Overdue screen and click the **Overdue** button:

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### Request

---

**Action: Overdue**

---

**Overdue** [Reset](#)

**Our Number** 1367

**Status** Shipped

**Title** Glimmerings of truth : being a collection of poems / by William Henry Cumpston.

**Author** Cumpston, William Henry.

**Due Date**  (e.g. 10 Jun 2009)

**Shipped Item** 1111

**Public Note**

**Private Note**

**Overdue** [Reset](#)

### Setting Conditions on a Loan

You may choose to set conditions on a loan request before shipping an item to a borrowing library. To do this, first identify the request (using the Request Search or the Work Queue). On the hitlist, select Answer Conditional on the drop-down menu and click **Action**:

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2120 : 2119 \*\*\* Train 1-01 : Train 1-02

**The grapes of wrath**

Steinbeck, John, 1902-1968.;Herman Finkelstein Collection (Library of Congress)

Status: **In Process**: Authorisation: **To be Acknowledged** Last Action: **REQUEST-Indication: 29 Jan 2010**

2118 : 2117 \*\*\* Train 1-01 : Train 1-02

**Metamorphosis**

Kafka, Franz, 1883-1924.;Lloyd, A. L. (Albert Lancaster), 1908-1982, tr.

Status: **In Process**: Authorisation: **To be Acknowledged** Last Action: **REQUEST-Indication: 29**

Answer Conditional [Action] [Deta]

Shipped

Answer Conditional

Answer Hold

Answer Nonsupply

Answer Will Supply

Add Private Note

Change Current Service Type

Complete

Local Change Request Details [Action] [Deta]

Send Public Note

From the Answer Conditional screen, select an appropriate reason for the Conditional status, add details in a Note, if necessary, and click the **Reply** button:

**Request**

**Action: Answer Conditional**

**Reply** [Reset](#)

**Our Number** 2120

**Status** In Process

**Title** The grapes of wrath

**Author** Steinbeck, John, 1902-1968.;Herman Finkelstein Collection (Library of Congress)

**Reason** [v] ←

**Answer Date** 02 Apr 2010 (e.g. 10 Jun 2009)

**Proposed Delivery Method** [v]

**Public Note** [v] ←

**Private Note** [v]

**Reply** [Reset](#)

### Navigator Questionnaires and Support Material

The Lender workflow relates to the following questions from the questionnaires and spreadsheets provided by OCLC to individual libraries as part of the configuration phase of a Navigator implementation:

- What are your institution's lending and borrowing entities?
- What integrated library system (if any) does your library use?
- Does your library have an NCIP server?

The questionnaires and spreadsheets and other supporting material that your library uses to prepare for Navigator can be found at:

<http://www.oclc.org/us/en/navigator/support/default.htm> . They include:

- Individual Library Questionnaire
- Navigator Planning Guide
- Institution Entities Spreadsheet (with instructions)
- Shelf Locations Spreadsheet

If you have already completed your Individual Library Questionnaire, you can use the supporting material listed above as a reference as you use the Navigator Consortial Borrowing service.

### Support

#### OCLC support staff:

E-mail: [support@oclc.org](mailto:support@oclc.org)

Telephone: 1-800-848-5800 (USA) or +1-614-793-8682  
(7:00 a.m. to 9:00 p.m., U.S. Eastern time, Monday–Friday)

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## Navigator Quick Reference: Lender Work Queue

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### Notes

Use this section to record notes about the lending process in NRE and local practices employed by Your library and your consortium.

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