Requests

Create from template

*Information in italics is intended to provide guidance while writing documentation and in general should be removed when a doc is at a v.1 stage. The italics are suggestions to help guide what might go in a particular section. If you feel a section does not apply to the app or feature, please keep the section but just add that it does not apply. If you feel it makes more sense for your documentation, you can move sections up and down.*

**Purpose**

The Requests app allows for library staff to place and manage requests for items for their patrons.

There are three types of requests in FOLIO.

- **Page:** Request an item that is on the shelf as available.
- **Hold:** Request an item that is checked out or otherwise not available.
- **Recall:** Request an item that is checked out to another patron, causing them to have to return it earlier to the library.

There is basic documentation on app functionality at [https://docs.folio.org/docs/access/requests/requests/](https://docs.folio.org/docs/access/requests/requests/)

**Permissions**

As of Honeysuckle, the following permissions exist for the Requests app:

- Requests: All permissions
- Requests: Move to new item, reorder queue
- Requests: Reorder queue
- Requests: View
- Requests: View, create
- Requests: View, edit, cancel

As of Honeysuckle, there are no configurable settings for Requests, so there are no permissions for Requests settings that you can grant in the FOLIO user interface.

**UX/UI**

*Describe out of the box fields, including designed purpose, data requirements and validation, dependencies between fields.*

*Describe out of the box accordion menus, including purpose of the menus, customization options, and associated permission controls (if any)*

*Describe any workflows available through navigation menus, including purpose of the workflow, customization options, and associated permission controls.*

**Searching**

*Describe pathways for searching in the app/feature through the UI.*

*Describe fields that are indexed in the back end specifically for searching*

*Describe any advanced searching features and how they would work.*

**Functional workflows**

*Describe available tasks that can be conducted in the app. To document those tasks, create a new page and link it to this page.*

*Describe action-based permissions that are connected to these functional workflows, if any.*

See [https://docs.folio.org/docs/access/requests/requests/](https://docs.folio.org/docs/access/requests/requests/) for current documentation on requesting processes.

Also see [Canceling a request](https://docs.folio.org/docs/access/requests/requests/)

**Reporting**

*Describe available in-app reports, including parameters for the reports, and associated permissions.*

*If there are developed LDP reports/queries for this app / area of FOLIO, describe those reports as well.*

*List any fields that may not be available in the LDP (e.g., for privacy reasons.)*

**Integrations**

*Describe any APIs that interact with the app. Provide links to the API / module information in Github.*

*Describe integrations that individual libraries may wish to develop for this app / area of FOLIO, if relevant.*

*If existing integrations have been developed by adopting libraries, provide links to the integration in Github or wherever the information can be found.*
Describe and include any permanent links such as a link structure to records, searches, etc.

Considerations for Implementation

Describe decisions or implications that need to be considered when implementing this feature.

Include topics such as order of operations during implementation or effects of implementing in a certain way.