

## Resource sharing requests

- **Article Type:** Q&A
  - **Product:** Alma
- 

### Question

When a user has made a resource sharing request and the request has been sent off to the British Library they see in Primo that the request is displaying as 'not started' and we are receiving quite a lot of queries from patrons regarding this. Is there a way to change this to 'in progress' or something similar?

---

### Answer

This can be changed here:  
Fulfillment Configuration > Physical Fulfillment > Request Task Name

**Category:** Fulfillment - Alma

**Subject:** Configuration - Alma

---

- **Article last edited:** 2/21/2014