
Title-level patron physical item request: conditions for choosing a copy

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

Title-level patron physical item request: what are the conditions for choosing a copy?

Answer

The conditions are as follows:

1. Availability - all available items are in the pool
 2. Remote storage item receives the lowest priority to fulfill the request (only if no other copy exists, a request will be registered on this item)
 3. If there is an item which location is the same as the request's pickup location, this item is chosen
 4. When the pool of items that are able to fulfill the request is defined, an item from there is chosen randomly.
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