
Recall Requests

Note

This page describes how to work with recall requests. For a full overview of the requests workflow starting from the different ways a request can enter into the Alma system through to scanning and final processing, see [Resource Requests Workflow](#).

For links to all the main fulfillment documentation pages see [Fulfillment](#).

When an item is on loan to a patron and then a request is made on that item, a recall request may be created for the original loan. The recall process is initiated if the **Loan Recalls Configuration** ([Configuration Menu > Fulfillment > Physical Fulfillment > Loan Recalls Configuration](#)) is set to activate a recall for the submitted request type.

Note

The following policies are then examined on the loan's Loan TOU to determine which actions will be taken. See [Configuring Terms of Use](#) and [Configuring Loan Recall Requests](#) for more information.

- **Is Recallable** - If this policy is set to **true**, the original loan status changes to **Recalled** and the due date on the original loan changes. If **Is Recallable** is set to **false**, the loan status changes to **Recalled** but the due date does not change. See [Is Recallable](#).
- **Recall Period** - The recall period policy determines how the due date will change. If the due date is already due back before the number of days in the policy, the due date will not be changed. See [Recall Period](#).
- **Recalled Overdue Fine** - A different overdue fine may be applied to a recalled loan. This policy determines the fine, if any. The fine is independent of the due date change and may be applied even if **Is Recallable** is set to false. See [Recalled Overdue Fine](#).
- **Requested Item Due Date** - You may specify a shortened due date when loaning an item that already has additional requests in the queue. See [Requested Item Due Date](#).
- **Cancelled Recall Due Date** - For an item that is loaned and then recalled, if the recall is canceled, this policy determines what happens to the due date of the original loan. See [Cancelled Recall Due Date](#).

When a recall request is issued on an item with multiple copies that are loaned, one loan will have its due date changed. The others may continue to renew their loans. However, if the **Not Renewable – Item Has Request(s)** block policy is set to **block**, the other loans for the same item will be blocked from renewing their loans. See [Configuring Block Preferences](#).

When a recall is issued, a Loan Status Notice Letter is sent to the patron. The letter can be disabled (see [Configuring Alma Letters](#)). The letter can also be opted in/out by users (see [Configuring Library Notices Opt-In](#)). The letter may also be opted in/out for a set of users in the [Update/Notify Users](#) job, also see [Selected Patron Letters](#). Recall letters are most commonly disabled when your institution does not change due dates for patrons with recalled loans. For more information about the

letter, see [Configuring Alma Letters](#).