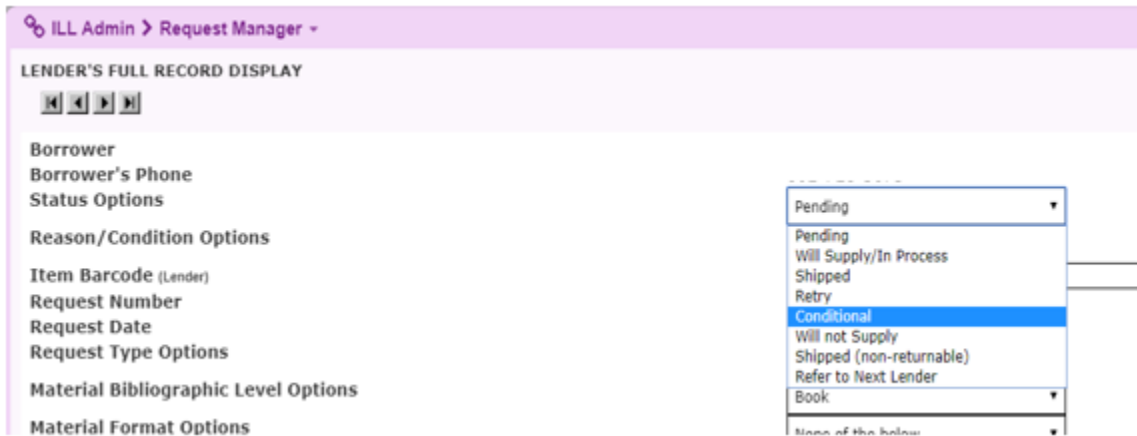# CLOVER – The Conditional Status

Lender: Using the Conditional Status

When a request shows in your Pending area in your Request Manager, you have several options for changing the status, including Will Supply/In Process, Shipped, Will Not Supply, etc.

One of these options is "Conditional." The Conditional status is a great option if you want to clarify something with the requesting library, or have the item due back within a day or two and want to ask if they want to wait. Using Conditional allows you to add a note for the requesting library and moves the item to their "Conditional" section in their account.

When you mark an item "Conditional" you have a drop down list of items that you can choose from, or you can choose "Other" and put a note in the field below the drop down list. Unfortunately that field is limited to 30 characters. In the event that you have a clarifying question for the borrower, you can add more detail in the "Current Lender's Note" field further down in the record.

Questions? Contact April.Shaw@vermont.gov

CLOVER – The Conditional Status

Borrower: When Your Requests are Marked Conditional

In your Manage Borrower's Request menu, you may see a link for "Conditional" items. This status will only show as a link if your request has been marked as "Conditional," otherwise, it will simply be text with a "0" under the count.

If you have items marked Conditional, click on the request record and check both the Reason/Condition Options field (directly below the status field) **and** the Lender's Notes field. The lender should have provided a reason why they marked your request as Conditional. You can respond by choosing one of the status options from the drop-down menu in the request:

- Accept Condition (Moves the request back to the pending status for the lender and they can continue to process your request),
- Reject Condition (Moves the item to the next lender on the list)
- Request Cancel (Will cancel your request entirely)