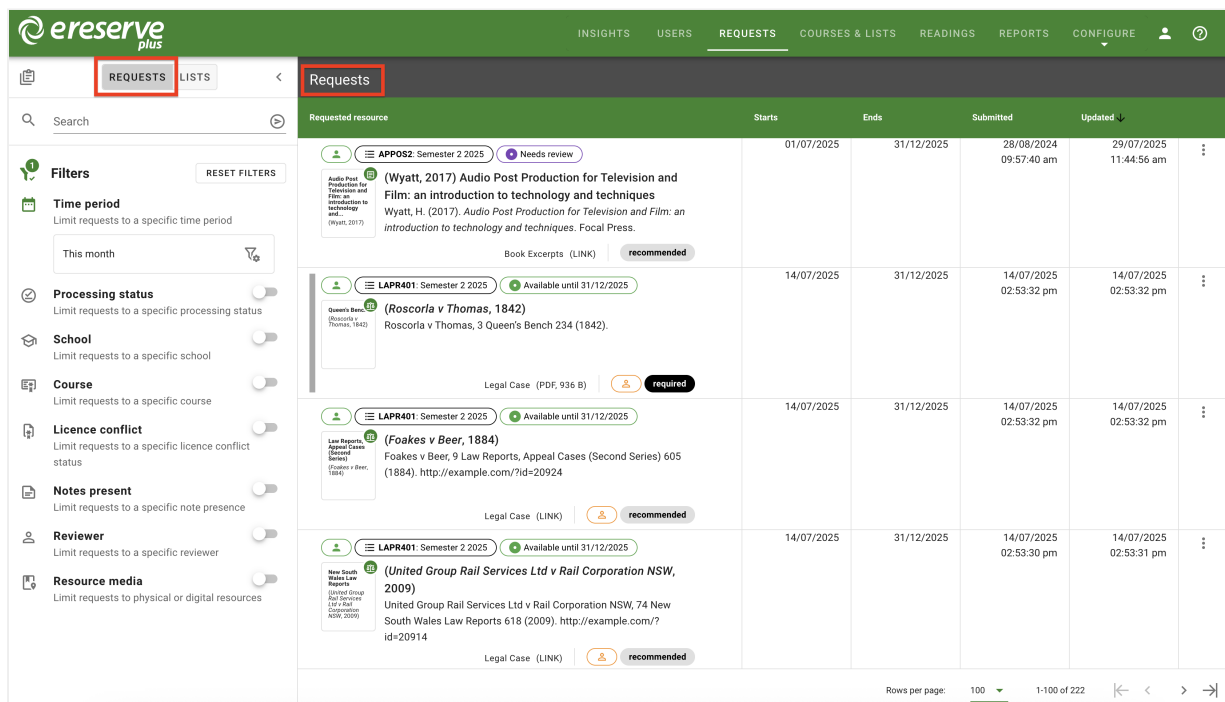# Requests Management Overview

Summary: This document provides a detailed look at the enhanced requests management page within the eReserve Plus Admin interface.

Introduction

Requests Management is where library and copyright staff typically spend their day-to-day, working on approving requests, which are often submitted by faculty staff.

There are two view types for Request Management - Requests and Lists. In the Requests view, requests are listed individually under the 'requested resource' column, with each displaying the resource citation and details, processing status, current reviewer and more.

Figure 1 : The Requests view in the Requests management page

In the Lists view, each row displays details on the list, the associated school and course and labels to clearly detail the list status, analytics and publishing status.

Figure 2 : The Lists view in the Request management page

Both view also displays the following dates:

- Starts - the start date for the request/list

- Ends - the end date for the request/list

- Submitted - the date and time the request or list was submitted

- Updated - the date and time the request or list was last updated

On the left-hand side of the requests list is a collapsable filters menu. Filters can be enabled individually or in combination to quickly locate specific requests. Using the filters in the Lists view will only display lists that contain the filtered requests.

Figure 3 : Requests has been filtered for a specific timeframe and course

Figure 4 : Only the lists that contain the filtered requests are displayed

To learn how to efficiently sort and filter requests, please navigate to the Filtering Requests help page for more detail.

Requests labels

Reviewer

Every request has a reviewer icon to indicate who is currently reviewing the request. Hovering the cursor over the icon will display pop-up text to provide more detail about the reviewer.

If there is no reviewer, the reviewer icon is blue and is set to "Nobody".

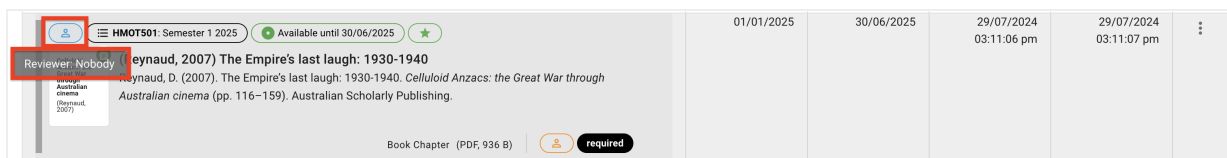Figure 5 : The reviewer icon with nobody set as the reviewer

If you are currently the reviewer, the reviewer icon is green and is set to "Yourself"
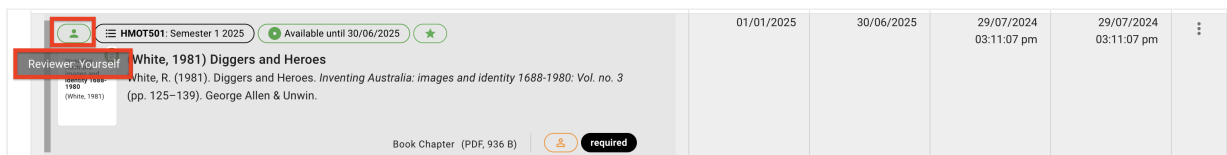

Figure 6 : The reviewer icon with yourself as the reviewer

If another staff member is the reviewer, the icon displays in purple and also displays the staff member's name in the pop-up text.
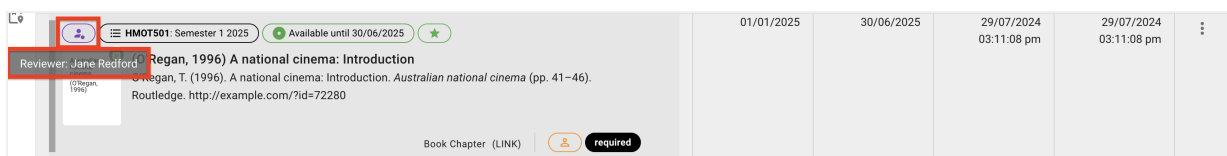

Figure 7 : The reviewer icon when another staff member is set as the reviewer

Course and List

Every request has a label that displays the course name followed by the name of the list the request is located in. Hovering your cursor over the label displays pop-up help text with the course code, the full course name and the list name in pop-up text.
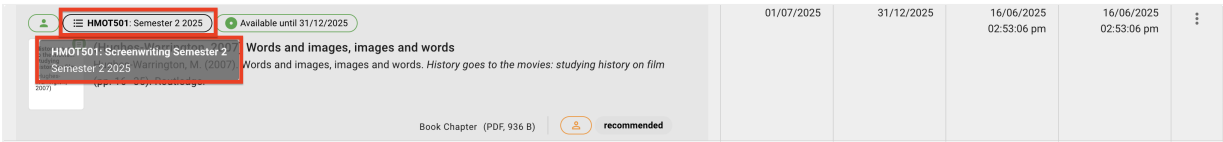

Figure 8 : The course and list label

Processing Status and Availability

Every request has a processing status label. The label will display one of the following statuses:

- Needs Review - The resource for the request is missing required metadata, which can be provided by librarians in the request management page or by faculty in their list view. Note that this status only occurs during the following conditions when importing resources via RIS import:
    - The RIS record for the resource lacks metadata or;
    - Multiple matches have been found for the RIS record.
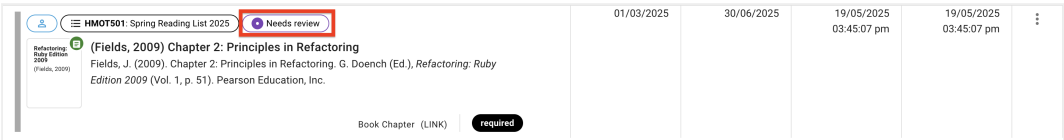

Figure 9 : The Needs Review status label

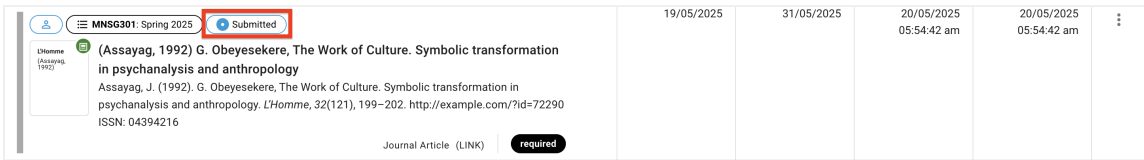- Submitted - The request has been submitted and is ready for processing.

Figure 10 : The Submitted status label

- Processing - A librarian has begun processing the request.

Figure 11 : The Processing status label

- Removed - The request has been rejected while active on a list.

Figure 12 : The Removed status label

- Rejected - The request has been rejected.

Figure 13 : The Rejected status label

Once a request is approved, the processing status label becomes an availability label, with the text being adjusted depending on the availability date for communication of the resource to students.

- Active requests: Available until (Communication End Date)

Figure 14 : The availability label for an active request

- Pending requests: Available from (Communication Start Date)

Figure 15 : The availability label for a pending request

- Expired requests: Expired on (Communication End Date)

Figure 16 : The expiration label for an expired request

Deleted from list

This label is present only if a request has been deleted from an active list. Note that the delete action can be done from either the faculty list interface (via LMS) or the library list page in the admin console.

Figure 17 : The Deleted from list label on a request

Automatic Approval

There is an additional star label only if a request has been automatically approved by eReserve Plus FastTrack.

Figure 18 : The automatic approval label and help text

Licence Conflict

The licence conflict label only displays on requests where eReserve Plus detects a possible copyright conflict with the resource. Requests with this label may require additional review by library staff.
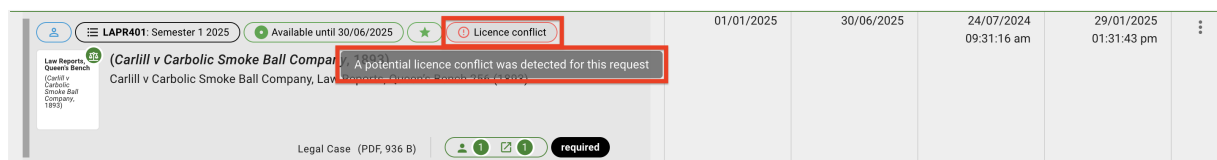
Figure 19 : The licence conflict label and help text

Resource kind change

This label only displays when there is a request to change the resource kind for Active or Pending requests, which is submitted by using the edit reading feature in the list management view. This can be a request to change a link to a file or updating the file for a resource with a different file. Hovering the cursor over the label displays help text that advises the resource is pending a file change.
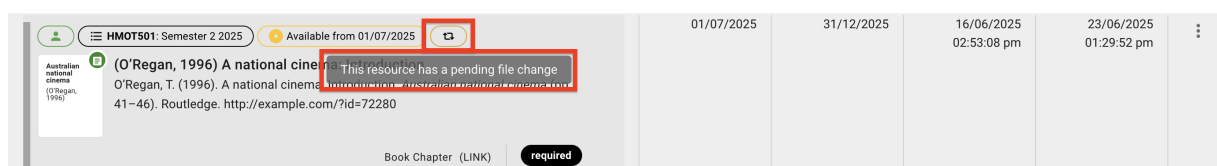
Figure 20 : The resource kind change label and help text

Resource genre and kind

The resource genre (such as a book chapter, journal article, etc) is displayed for each request, followed by the resource kind (if the resource is a link or a file). If the resource is a file, this displays both the file type and size.

Figure 21 : The resource genre and type label for a link-based resource and file-based resource

Resource Analytics

Once a resource is approved and made active for students, an additional label will display to indicate if it has been accessed. This label remains after a request becomes expired or removed.

If the resource has no accesses, the label is orange and the help tooltip advises that the "resource has never been opened".

Figure 22 : The resource analytics for an unopened resource

If the resource has been accessed, the label is green and displays two counts:

- The 1st number is the number of students who have accessed the resource
- The 2nd number is the total number of accesses for the resource.

The help tooltip also details how many times the resource has been accessed and by how many students.

Figure 23 : The resource analytics for an opened resource

Resource Importance

This label outlines the resource importance, which displays as either 'Required' or 'Recommended'. Required resources also display a grey bar on the left of the resource, making it easier to differentiate the importance.

Figure 24 : The resource importance label

List labels

Availability Date

Each list has a status label to show the availability of a list, with dynamic text to clearly display the start or end date of the list.

- Active lists: Available until (List End Date)

Figure 25 : The availability date for a currently active list

- Future lists: Available from (List Start Date)

| Future: available from 01/01/2026 | | 91 | 01/01/2026 | 30/06/2026 | 04/09/2025 02:46:58 pm | 10/09/2025 04:50:30 pm | ⋮ |

Law School
LAPR401: Property Law
Semester 1 2026

Never published

Figure 26 : The availability date for a pending future list

- Past requests: Expired on (List End Date)

| Past: expired on 31/12/2024 | | 48 1 2 | 01/07/2024 | 31/12/2024 | 20/08/2024 02:58:45 pm | 27/09/2024 03:51:22 pm | ⋮ |

Law School
APT6005: Property Law S2
Semester 2 2024

Published to APT6005: Property Law S2

Figure 27 : The availability date for a past list that has expired

List Analytics

Every list has an analytics label, that details the number of resources in list as well as the number of active students accessing resources.

If the list has resources that have been accessed by students, the green label displays the total number of resources in the list, the number of active students accessing resources and the total access count in the list. Hovering over the label displays "The resources have been accessed (total access count) times by (active student count) students".

| Active: available until 31/12/2025 | | 31 1 3 | 01/07/2025 | 31/12/2025 | 28/11/2024 02:53:03 pm | 29/07/2025 02:01:23 pm | ⋮ |

Faculty of Arts and Social Sciences - School of Education
HMOT501: Screenwriting Semester 2
Semester 2 2025

The resources have been accessed 3 times by 1 students

Published to HMOT501: Screenwriting Semester 2

Figure 28 : Analytics for an active list with resources that students have accessed

If the list has resources but the resources have yet to be accessed, the orange label displays the total number of resources in the list. To the right of the resource number is an outlined student icon and hovering over the label displays a tooltip that reads "Resources have never been opened". This label is usually displayed for future lists.

Figure 29 : The analytics label for a future list with resources and no student access

If the list has no resources, the orange label with a file icon will read 'Empty list' and hovering over the label displays a help tooltip that reads "This list has no resources".

Figure 30 : The empty list label for a future list

Publishing Status

Each list displays the publishing status, which means it has been published to the corresponding course in the LMS for students to see and access.

If a list has been published, the green label displays a solid bookmark icon, followed by the name of the LMS course the list is currently published to.

Figure 31 : The publishing status label for a published list

If a list is not currently published, the orange displays an outlined bookmark icon followed by the text 'Never published'.

Figure 32 : The publishing status label for an unpublished list

Requests and List Actions

Each request provides a list of actions to assist with the review process. Ensure that the view is set to 'Requests', then click the ellipsis menu on the righthand side of a request row to open the requests actions menu. Each request has the following request actions available:

- Review - This option allows a librarian user to review this request. This will open the reading request review page where librarians can review the resource and scheduling details as well as update, approve and reject resources.
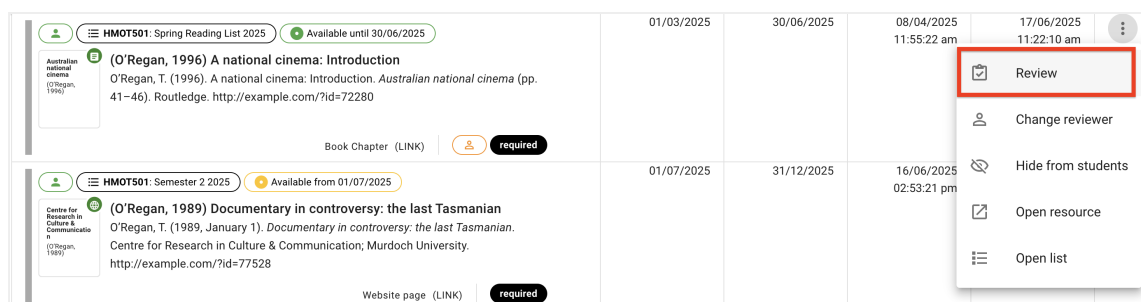

Figure 33 : The Review option

- Change Reviewer - This option provides the ability to change the reviewer for a request.
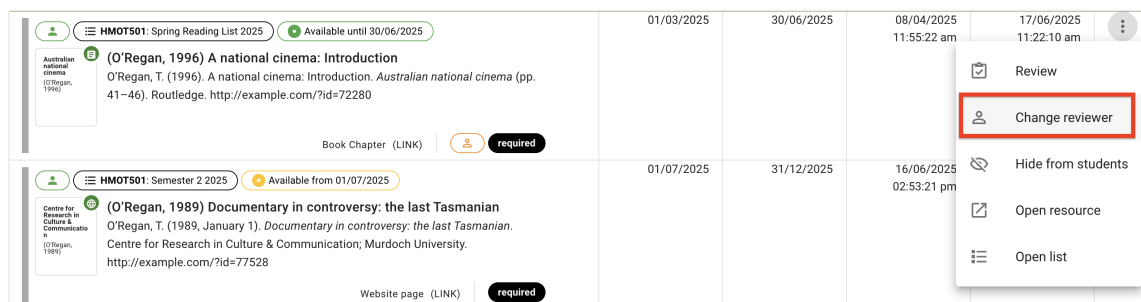

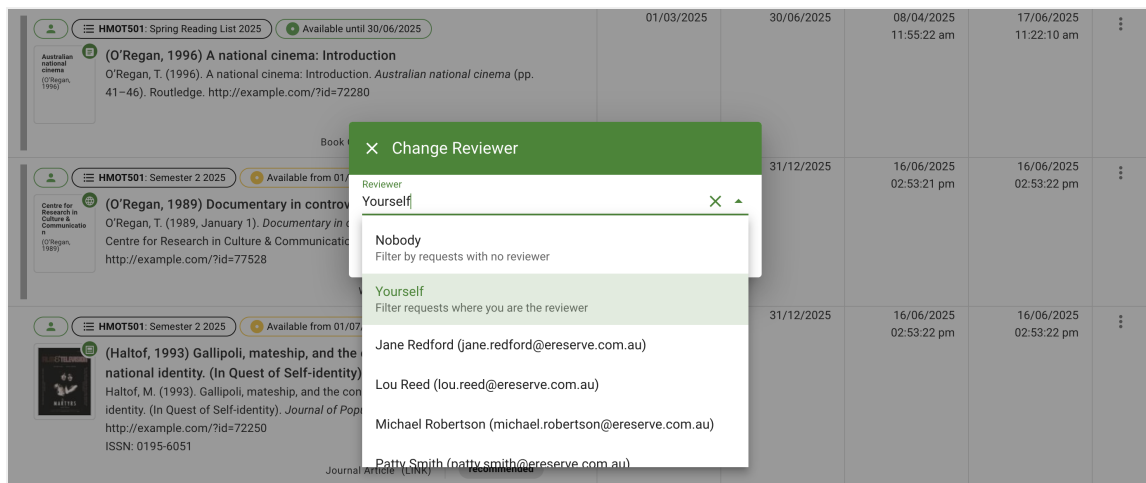Figure 34 : The Change Reviewer option

Figure 35 : The Change Reviewer window

- Hide from Students - This option is to hide a resource from the student view.
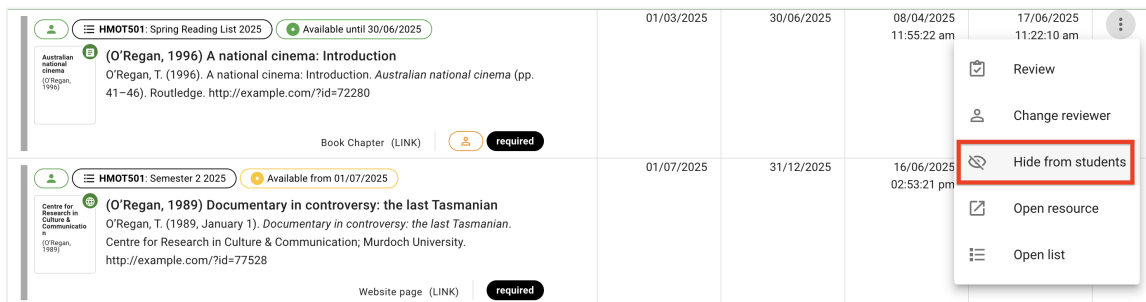

Figure 36 : The Hide from Students option

If the resource is already hidden, this option displays as 'Reveal to students'. Hidden resources are highlighted with an additional 'Hidden' label.
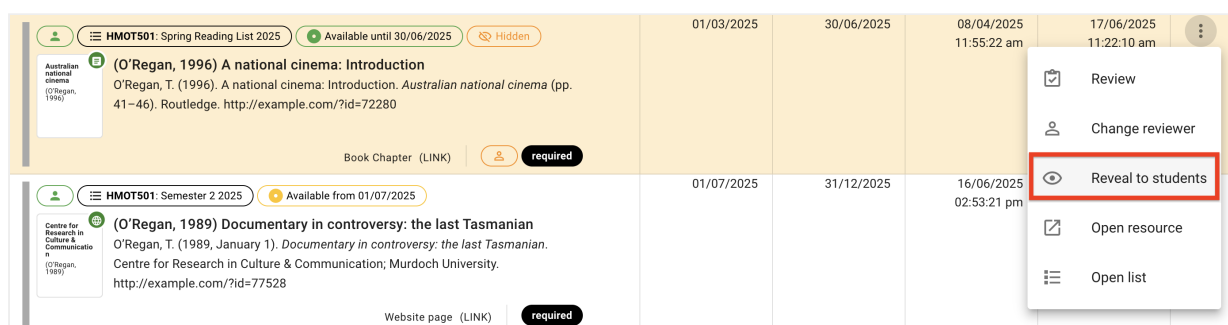

Figure 37 : The Reveal to Students option

- Open resource - This option is to access the resource. Accessing link-based resources will open the link in a new tab in your browser while accessing file-based resources will begin downloading the file to your device.
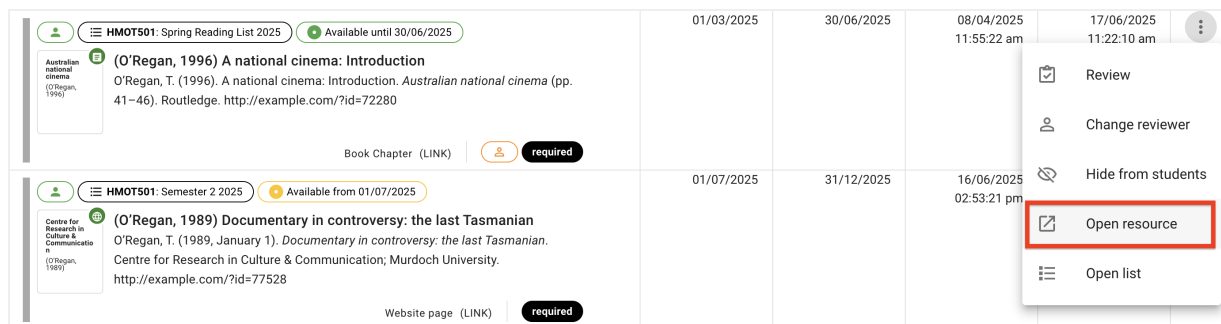
Figure 38 : The Open Resource option

- Open List - This option will open the list management page for the list that the resource is being requested for. On this page, librarians are able to curate and manage the list in the same way faculty are able to within their LMS.
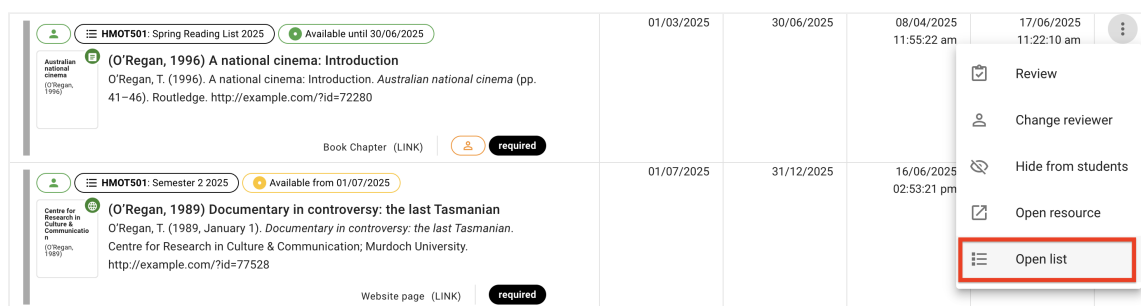

Figure 39 : The Open List option

Note that in the 'List' view, clicking the Edit List option will also open the list in the list management page.
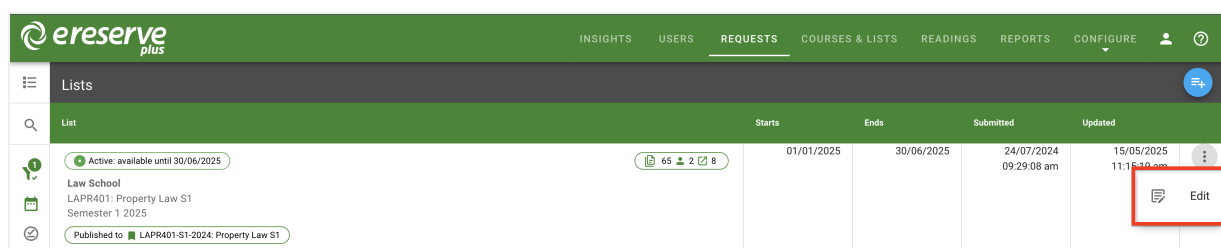

Figure 40 : The Edit action for a list in the list view

Please navigate to the Overview of the Faculty Interface for more details about available functionality in the list management page.

Accessibility Statement for eReserve Plus

Privacy Policy & GDPR Compliance

Security Compliance