The Lending library changed the IFM charge. Do we have to pay the additional cost?

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Symptom

- We entered our Max Cost and selected Use ILL Fee Management (IFM) but the lending library increased the Lending Charges, and clicked Yes they will supply.
- Will we be charged the additional amount, when we did not agree to the max cost increase?

Applies to

- WorldShare InterLibrary Loan
- Tipasa
- ILLiad

Resolution

No fee will be charged, as the Lending Library's cost has exceeded the Max Cost stated for the Borrowing Library. The IFM cost must not exceed the Max Cost field of the Borrowing library.

Additional information

For WorldShare Interlibrary Loan and Tipasa Libraries, the Request History section on the ILL Request will have the message No event history exists under the section ILL Fee Management (IFM) History.