Occasionally we receive two items for the same request. The patron account only shows one request. Why does this happen and what should we do about it?

This may just be one of those Prospector quirks – odd, but not requiring real troubleshooting. Just send back copies that don’t correspond to the patron record.

One note – in years past this seemed to occur more often from Denver Public because of some peculiarities in their setup as a non-Innovative library. Their system has since changed, so it's hard to tell if this is still a source of the problem.