Requests for Items with Item Processing Status RE (Ordered—received)

Placing Requests in the HOLLIS Catalog

For participating libraries, "Request" links appear on HOLLIS availability screens for all items with an Item Processing Status of RE (Ordered—received).

Availability
If you see a "Request" link next to the "item status" information, then the item is either in storage at the Harvard Depository, checked out to another person, or (in select libraries) received but not yet cataloged. To request the item, click on the "Request" link. You will be asked for a Harvard ID number and PIN. The item will be delivered to the library as soon as it is available.

<table>
<thead>
<tr>
<th>Location</th>
<th>Collection</th>
<th>Call Number</th>
<th>Description</th>
<th>Due date</th>
<th>Item status</th>
<th>Wait list</th>
<th>Note</th>
<th>Barcode</th>
</tr>
</thead>
<tbody>
<tr>
<td>Widener</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>Not Checked but Ordered—received Request</td>
<td></td>
<td></td>
<td>623688</td>
</tr>
</tbody>
</table>

The request screen for the item includes general text about requests for items with Item Processing Status of RE (Ordered—received) and fields for patrons to enter information about the request.

Request - Morse, Laura

To request this item, click on "Send Request," below.

Requests for "Ordered—Received" items are processed on a priority basis on regular business days. You will be notified as soon as the item is available for you.

Additional copies may be available at other libraries; click on "Cancel Request" to cancel this request and seek other copies.

Item status: Ordered—received

<table>
<thead>
<tr>
<th>Pickup/delivery location</th>
<th>Note to library staff:</th>
<th>Date Needed By:</th>
</tr>
</thead>
<tbody>
<tr>
<td>Widener</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Send Request  Cancel Request
Printing Ordered—Received Request Slips

An "Ordered—Received Request Slip" is generated each time a user places a request for an item with status RE (Ordered—Received).

Authorized print operators at each unit print the “Ordered—Received” request slips by activating a Print Daemon through the Aleph Task Manager.

See instructions for printing batch products in the Aleph Documentation Center at:

http://hul.harvard.edu/ois/systems/aleph/doc-desk.html#print

Ordered—Received Request Slip

The “Ordered—Received” request slip includes the Aleph System number for the bibliographic record (in both large font and barcode font), the barcode of the requested item (barcode font), bibliographic information, and limited patron information. The slip also includes request notes as entered by the patron.

PLEASE NOTE: The Ordered—Received Request Slip includes confidential patron information. Units must have a “shredding process” documented and instituted for these documents after use.

Material Requested:

9784335


Revised: December 5, 2006
Ordered—Received Requests in Aleph

SYS NO: *9784335*  Barcode: *1378787*

Sublibrary: Widener  Item Status: Ordered--received

Requested By:
Request Date: 12/06/2006
Request Hour: 03:37 PM
Patron Name: Morse, Laura
Patron ID: 00342691
Patron Email: laura@hulmail.harvard.edu
Patron Phone: 6174953724
Borrower Status: Officer
Borrower Type: Central Administration (student or employee)
Patron Expiry Date: 10/31/2011
Request Date: 12/06/2006
End Request Date: 06/06/2007
Pickup Sublibrary: Widener

Patron Request Note: Needed for dissertation work.

Request Placed by Proxy

Processing Items with Item Processing Status RE (Ordered—Received)

Items are processed according to local practices. The item is then delivered to Circulation desk when ready for the patron.

NOTE: If someone is updating Item Status or Item Processing status on an item that has a hold request, they will get an “Item has holds” message. If an item has a hold request, you will not be able to charge it to a pseudopatron. You may have to adjust your workflow to account for these situations.

Notifying Patrons about Fulfilled Requests

When an item is ready for circulation, Circulation staff use the ‘Print Letter – Hold Request Filled” option in the Circulation Client to notify the patron.
Scan the barcode into the dialog box:

The “Print Letter – Hold Request Filled” function:

- Updates the request to “On Hold” status.
- Generates an “Available for Pick-Up Notice” and sends the notice to the patron by email or prints a paper notice for patrons without email addresses in their patron records.
- Generates an “Available for Pick-Up Notice Slip” for circulation use when shelving the item on the hold shelf.

**Questions or Comments**

To request this functionality for your unit or ask additional questions, please send a message through the Aleph Support Center:

http://hul.harvard.edu/ois/systems/aleph/forms/f-supp-circ.html