Rush Orders (Patron Requests)

This page contains links to workflow resources for Rush Orders that have been created in ITS at 625 since Alma went live in July 2018. Some have been finalized and others are in draft form. This is not intended to serve as a policy, training, or instruction document.

Please contact the wiki page creator/contributors with any questions. Please also add to this page for any workflows not represented.

- General Request Information
- Ordering & Receiving Patron Requests
- Sending Materials Out “Cat Review”
- Interested User Option
- Notification of Pending Requests

General Request Information

- Reference info on title versus item level requests

Ordering & Receiving Patron Requests

- Placing a patron request order
- Adding a patron physical item hold request
- Receiving a patron request order
- Copy cataloging & routing (this isn’t specific to patron request materials, but covers the basic steps):

Sending Materials Out “Cat Review”

**Note:** In the event the patron needs an item quickly and cataloging it would delay access, we let the patron use the item first and then catalog it after patron use.

- Cat Review processing instructions

Interested User Option

For cases when the patron only wants to be notified of when something arrives or is activated, like an e-book or e-resource – they do not need to physically borrow the item from the library.

- Documentation on using the interested user feature as part of the e-book workflow

Notification of Pending Requests

- Finding out about requests on materials scanned in to work orders
- Finding out about requests on materials that are Not in Place and not in a work order (may be on order, in process from before migration, or other)