

Fulfilling Requests

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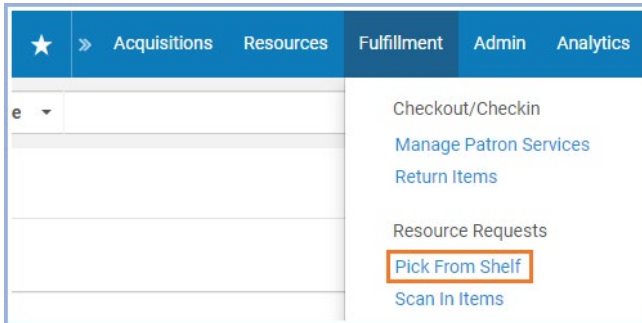
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Pick From Shelf List

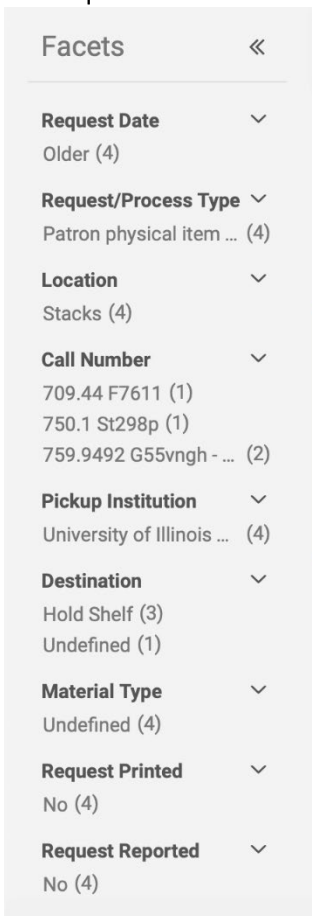
Alma video: [Physical Item and Move Requests](#)

The Pick From Shelf list is used to show outstanding requests for items from your library location, and to print Pick Slips for staff and student workers to use when retrieving items to fill these requests.

1. Go to “Fulfillment” and select “Pick From Shelf”.



2. This brings you to the Pick From Shelf list, which says “Pick Up Requested Resources” at the top. This list has all of the current requests for materials from your library location. If desired, use the facets in the left sidebar to filter the requests.



3. Selected facets appear at the top of the list of items. To remove a facet, click the “X” to the right of that facet.

Sort by : Call Number - Asc Print Slip Cancel 🔄 ⚙️

Select All Request Date : Today ✕

1 The art of the horse / John Fairley. Cancel Request Mark as Missing ⋮

Author: Fairley, John, 1940- Location: Stacks

4. The list is sorted based on the item’s call number or location, in ascending or descending order, depending on the option selected.

Pick Up Requested Resources (1 - 20 of 118) Print Slip Report

Select All Sort by : 🔍 Look-up or select Print Slip Cancel 🔄 ⚙️

1 The Cancel Request Skip Location ⋮

Auth: N. Lorenz. Location: Stacks
ISBN: Call Number: 003.7
Impr: Call Number - Asc ES74
Pres: Call Number - Desc Requests: 2

2 Catalog of the Sierra Leone collection, Fourah Bay College Library, Cancel Request Mark as Missing ⋮

University of Sierra Leone. Location: Stacks

Note: Alma uses the full call number, including any prefixes such as “Q.” or “Doc.” or “DVD”, when ordering by call number. For instance, in the example below, Dewey call numbers with a “Q.” prefix are interfiled with Library of Congress call numbers.

Pick Up Requested Resources (101 - 118 of 118) Print Slip Report

108 A map of betrayal / Ha Jin. Cancel Request Mark as Missing ⋮

Author: Jin, Ha, 1956- author. Location: Stacks
ISBN: 0804170363 Call Number: PS3560.I6 M37
Edition: First edition. 2014
Imprint: New York : Pantheon Books, Requests: 1
[2014]

109 Styles Bridges; a register of his papers in the New Cancel Request Mark as Missing ⋮

England College Library. Prepared by James J. Kiepper. Location: Stacks
Author: New England College. Library. Call Number: Q.
Imprint: [Henniker, N.H.], 1972. 012 B84K
Fulfillment Network Institution Code: Requests: 1
01CARLI_MIL Fulfillment
Network
Borrowing ID:
01CARLIMIL0000077

110 Annual financial report, City of Portland, Oregon / Auditor Cancel Request Mark as Missing ⋮

of the City of Portland. Location: Stacks
Author: Portland (Or.). Office of the City Call Number: Q.
Auditor. 352.1 P8321
Imprint: [Portland, Or. : Office of City Description:
Auditor 1972- 1075/76

5. The Pick From Shelf list shows requests for items in your unit library. These requests can be from local or I-Share patrons. The list shows information about the item, such as the title, location, and call number, but it does not show much information about the request itself or the requesting patron.


Pick Up Requested Resources (1 - 11 of 11) Print Slip Report

Sort by: Call Number - Asc Print Slip Cancel

Select All Request Date: Today

1	<input type="checkbox"/>		<p>The art of the horse / John Fairley.</p> <p>Author: Fairley, John, 1940- ISBN: 9781558597860 Edition: 1st ed. Imprint: New York : Abbeville Press ©1995.</p>	<p>Location: Stacks Call Number: 704.9432 F164A Requests: 1</p>	Cancel Request Mark as Missing ...
2	<input type="checkbox"/>		<p>Le Carré bleu.</p> <p>ISBN: 0000 6070</p>	Location: Stacks	Cancel Request Mark as Missing ...

6. To see information about the request, click the number next to the word “Requests”. **Note:** This number is the number of active requests associated with this item.

1	<input type="checkbox"/>		<p>The art of the horse / John Fairley.</p> <p>Author: Fairley, John, 1940- ISBN: 9781558597860 Edition: 1st ed. Imprint: New York : Abbeville Press ©1995.</p>	<p>Location: Stacks Call Number: 704.9432 F164A Requests: 1</p>	Cancel Request Mark as Missing ...
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7. Clicking the number next to “Requests” will bring up the Request Queue, which shows information about the patron who requested the item, as well as any other patrons who are in the queue to request the item.

Request Queue Back

The art of the horse / John Fairley. ▼

Location Stacks
Call Number 704.9432 F164A
Maximum Active Requests 1

1 - 2 of 2 Share Refresh

Request Type	Destination	Current Activity	Priority	Barcode	Material Type	Request Date	Interested Until	Requester	Description	Requester Group
1. Patron physical item request	Chemistry Library	Pickup From Shelf	Medium	30112024145648	-	04/09/2020	-	Baggins, Frodo	-	GRAD STDNT
2. Patron physical item request	Main Stacks	-	Medium	30112024145648	-	04/09/2020	-	Gamgee, Samwise	-	SUPT STAFF ...

Note: All items that have “Pickup From Shelf” in the Current Activity are active requests.

Note: In certain situations, Alma allows requests for items that are not available, but these requests will not display in the Pick From Shelf list. Instead, the request will appear in the item’s Request Queue and will be activated automatically when the item becomes available again. For more details, see the “Monitoring Local Item Requests” documentation.

Types of Entries on the Pick From Shelf List

When any type of request or Work Order is placed on an item owned by your unit library, it will show up on your Pick From Shelf list. The “Request/Process Type” facet can be used to sort the different types of requests. The following are some of the more common Request/Process Types:





1. **Patron Physical Item Request:** A patron used Primo to request the physical item, or library staff requested the physical item on the patron’s behalf in Alma.
 - a. When the item is scanned in, Alma will either print a Hold Slip (if it’s for pick-up at your unit library) or a Transit Slip (if it’s for pick-up at another location).
2. **Patron Digitization Request:** A patron requested digitization of the entire work through Primo.
 - a. When the item is scanned in, Alma will print a Transit Slip to Digitization Services Library (DS).
3. **Staff Digitization Request:** Library staff used Alma to request digitization of the entire work for a patron.
 - a. When the item is scanned in, Alma will print a Transit Slip to Digitization Services Library (DS).
4. **Work Order:** Library staff requested the item to be sent to a particular department. These will often have notes explaining the reason for the Work Order.
 - a. When the item is scanned in, Alma will print a Transit Slip to the appropriate department.
 - b. Examples of work order departments where the item might be routed:
 - Acquisitions Technical Services
 - Cataloging
 - Preservation Services
 - Digitization Services
 - Departmental libraries

Printing Pick Slips

1. Print Pick Slips by clicking the check box for each slip you want printed. Click "Select All" to choose all of them, or mark the checkbox next to the individual request(s) to choose only some. Then click "Print Slip" (not "Print Slip Report").

Pick Up Requested Resources (1 - 20 of 52) Print Slip Report

Select All Sort by : Location Name - Asc

1 <input type="checkbox"/>	 The essence of chaos / Edward N. Lorenz. Author: Lorenz, Edward N. ISBN: 9781857281873 Imprint: Seattle : University of Washington Press ©1993.	Location: Stacks Call Number: 003.7 ES74 Requests: 2	<input type="button" value="Cancel Request"/> <input type="button" value="Skip Location"/> <input type="button" value="⋮"/>
2 <input checked="" type="checkbox"/>	 Library / Stephen Akey. Author: Akey, Stephen, 1955- ISBN: 0914061917 Imprint: Alexandria, Va. : Orchises 2002.	Location: Stacks Call Number: 020.92 Ak37a Requests: 1	<input type="button" value="Cancel Request"/> <input type="button" value="Mark as Missing"/> <input type="button" value="⋮"/>
3 <input checked="" type="checkbox"/>	 Library humor: a bibliothecal miscellany to 1970. Edited and indexed by Norman D. Stevens. Author: Stevens, Norman D., compiler. ISBN: 9780810803794 Imprint: Metuchen, N.J., Scarecrow Press 1971.	Location: Stacks Call Number: 020 S845L Requests: 1	<input type="button" value="Cancel Request"/> <input type="button" value="Mark as Missing"/> <input type="button" value="⋮"/>
4 <input type="checkbox"/>	 Your reading : a list fo <input type="button" value="⏪"/> 1 of 3 <input type="button" value="⏩"/> <input type="button" value="⋮"/>	Location: Stacks	<input type="button" value="Cancel Request"/> <input type="button" value="Skip Location"/> <input type="button" value="⋮"/>

2. Pick Slips display information about the requested item at the top, including the item’s location, call number, title, author, and material type. **Note:** Requests in Alma can be placed at the item level or the title level. If a request was placed at the item level, the Pick Slip will display that item’s barcode (example 1 below). If the request was at the title level, the Pick Slip will not have an item barcode (example 2 below).

Below the item information, Pick Slips display information about the request, including the requester’s patron type, the pick-up destination, the Request Type, the Request ID, and the requester’s Patron ID.

Pick Slip Example 1

Pick Slip Example 2

Location: Main Stacks - Stacks

Call Number: 711.4015118 B322F

Item Barcode:
30112002459565

Fractal cities : a geometry of form and function /
By: Batty, Michael.

Material Type: BOOK

Inventory Material Type: Book


Requested For: FC

Destination: Chemistry Library

Request Type: Patron physical item request

Request ID: 5457159870005899

Patron ID at Item's Institution:
20112000204221



Letter 51

Location: - Government Documents

Call Number: DOC. I53.2:F52/20

Item Barcode:

Resident fish habitat management /
By: United States. Bureau of Land Management. Resident Fish Team

Material Type: Book

Requested For: FC

Destination: Funk ACES Library

Request Type: Patron physical item request

Request ID: 5457149250005899

Patron ID at Item's Institution:
20112000326602



Letter 51

Note: When a Pick Slip is printed for a request, that request goes to the "Yes" section of the "Request Printed" facet in the left sidebar. This facet can be used to keep track of which Pick Slips have been printed already, and which ones have yet to print.

Facets <<

Request Printed v ▲

No (79)

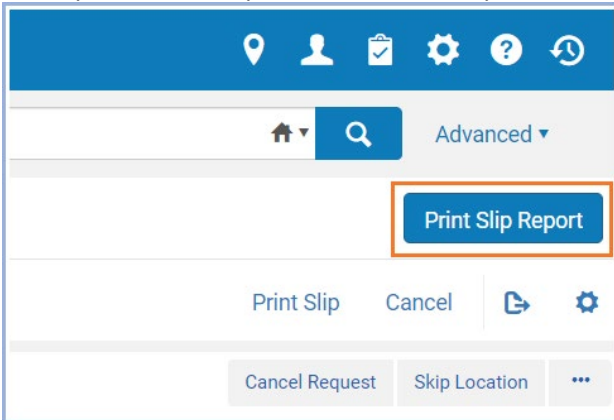
Yes (38)

Note: It is possible to print individual slips for items in the Pick From Shelf list by clicking the “...” button in the upper right corner of the item’s entry on the list and selecting “Print Slip”. However, doing so is not recommended, because in certain situations it does not print everything needed.

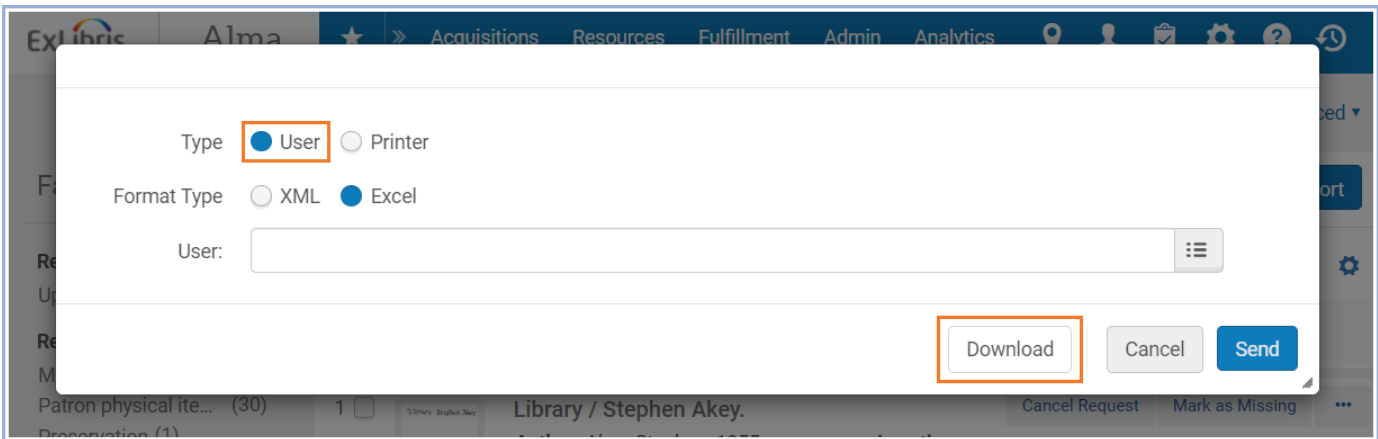
Accessing the Slip Report

The Slip Report is a spreadsheet containing information about requests on the Pick From Shelf list. It's useful because it gathers all the information in one place, and it displays more information about the requests than what is visible in the list itself or on the individual Pick Slips.

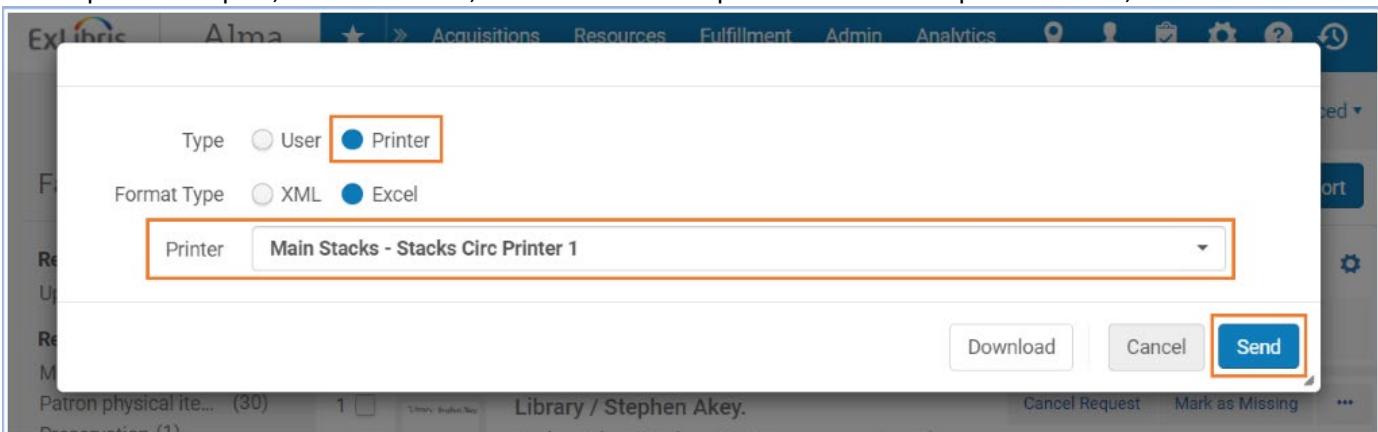
1. Print the Slip Report by clicking “Print Slip Report” in the upper right corner of the Pick From Shelf list screen. This report can be exported to Excel and printed or used digitally.



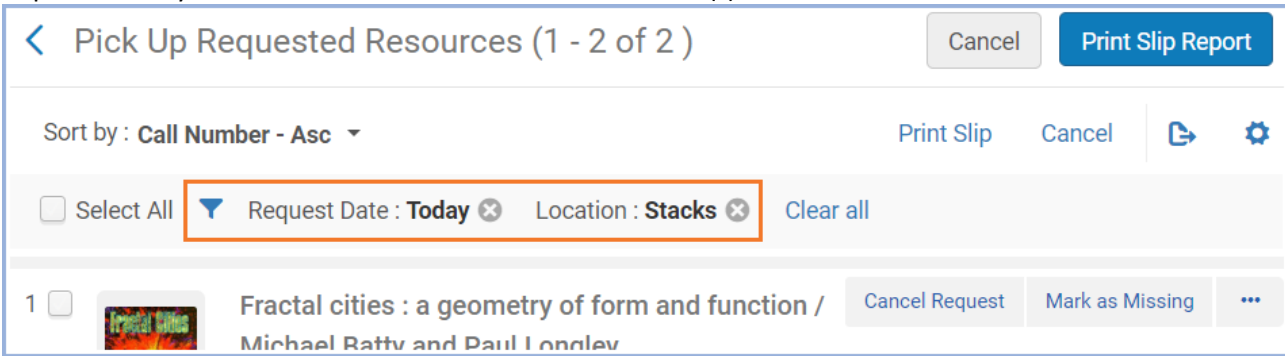
2. This Slip Report can be downloaded or printed, as an XML or Excel file. To download the report, select “User” and click “Download”.



3. To print the report, select “Printer”, choose the desired printer from the drop-down menu, and click “Send”.

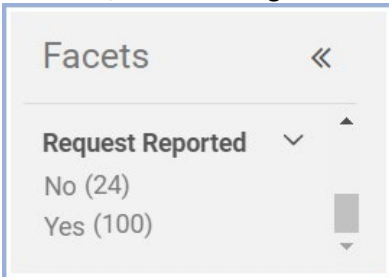


Note: If you have one or more facets selected in the Pick From Shelf list when you click “Print Slip Report”, the Slip Report will only include the entries that fall under the facet(s).



The screenshot shows a web interface for managing requests. At the top, it says "Pick Up Requested Resources (1 - 2 of 2)". There are "Cancel" and "Print Slip Report" buttons. Below this, the sorting is set to "Call Number - Asc". There are "Print Slip", "Cancel", and a settings gear icon. A filter bar shows "Select All" and two active filters: "Request Date : Today" and "Location : Stacks", both with an 'x' to remove them. A "Clear all" link is also present. Below the filters, a list item is shown for "Fractal cities : a geometry of form and function / Michael Batty and Paul Longley". It has a checkbox, a book cover image, and buttons for "Cancel Request" and "Mark as Missing".

Note: Printing the Slip Report does not change the “Request Printed” status of requests in the Pick From Shelf list. However, it does change the “Request Reported” status of any requests that were in the Slip Report to “Yes”.



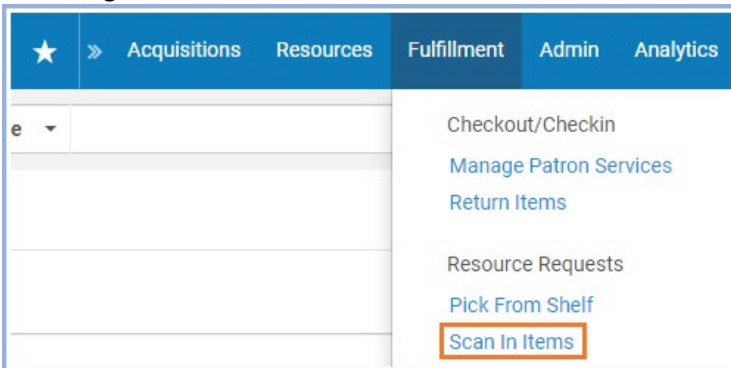
The screenshot shows a "Facets" menu with a back arrow. Under the "Request Reported" section, there are two options: "No (24)" and "Yes (100)". A vertical scrollbar is visible next to the "Yes (100)" option.

Scanning in Retrieved Requests

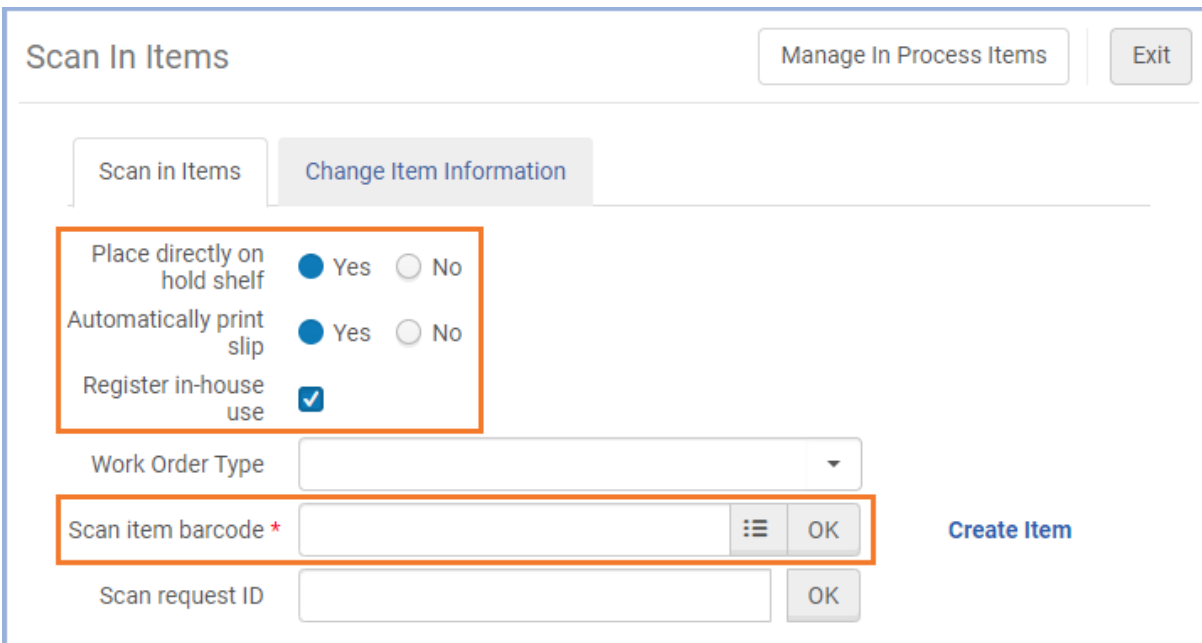
Alma video: [Physical Item and Move Requests](#)

Note: If you are processing items that have been returned, use the “Return Items” instructions instead. Do not use the “Scan In Items” page to process items that have been returned.

1. Once the requested items are retrieved from the shelf, they need to be processed.
2. Navigate to “Fulfillment” and select “Scan In Items”.



3. Check that the options on the “Scan In Items” screen are on the recommended settings:
 - a. Select “Yes” for “Place directly on hold shelf”
 - b. Select “Yes” for “Automatically print slip”
 - c. Check the “Register in-house use” checkbox
4. Scan the item barcodes into the “Scan item barcode” field.

A screenshot of the 'Scan In Items' screen in Alma. The page title is 'Scan In Items' and there are buttons for 'Manage In Process Items' and 'Exit'. Below the title, there are two tabs: 'Scan in Items' (active) and 'Change Item Information'. A section containing three settings is highlighted with an orange box: 'Place directly on hold shelf' with a 'Yes' radio button selected, 'Automatically print slip' with a 'Yes' radio button selected, and 'Register in-house use' with a checked checkbox. Below this is a 'Work Order Type' dropdown menu. At the bottom, there is a 'Scan item barcode *' field with a barcode icon and an 'OK' button, and a 'Scan request ID' field with an 'OK' button. A 'Create Item' button is also visible on the right side of the form.

- As items are scanned in, the items will be listed below the “Scan item barcode” box. Note that the “Destination” section is different for items that have been requested to be placed on hold at the user’s current location, items requested for hold at other on-campus libraries, and items requested for hold at I-Share libraries.

Scan In Items Clear List Manage In Process Items Exit

Register in-house use

Work Order Type

Scan item barcode * OK Create Item

Scan request ID OK

1 - 4 of 4 📄 ⚙️

Title	Destination	Barcode	Request/Process Type	Requester	Requester ID	Place in Queue	Checked In
1 Fighting fish, fighting birds / photographs by Hiro ; essay by Susanna Moore.	Reshelve to Stacks	30112024579077	-	-	-	0	...
2 Synopsis of fish laws ...	On Hold Shelf	30112120371387	⚠️ Patron physical item request	Fish, Stackles 🗣️	20112000326602	1	...
3 Fish habitat improvement handbook.	History, Philosophy and Newspaper Library	30112043360988	⚠️ Patron physical item request	Fish, Stackles 🗣️	20112000326602	1	...
4 Extra ordinary : adj. very unusual or remarkable from the latin extra ordinem meaning outside the normal course of events / Gareth Bentley & Johan Rahm.	Wheaton College (WHE) —Wheaton, IL - Buswell Library	30112117396694	⚠️ Patron physical item request	Student, Sam 🗣️	5455310390005899	1	...

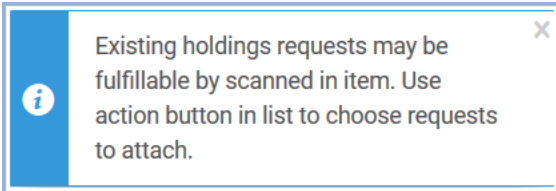
- If the item needs to go to another library location, a printing dialogue box will appear and prompt the user to print a Transit Slip.
- If the item is for the local hold shelf, Alma will automatically send a hold notification to the patron, and a print dialogue box will appear and prompt the user to print a Hold Shelf Slip.
- If the item needs to be reshelved, this will be reflected in the “Destination” section, and the item status will change to “Item in Place.”

Linking a Specific Item to a Bib-Level Request

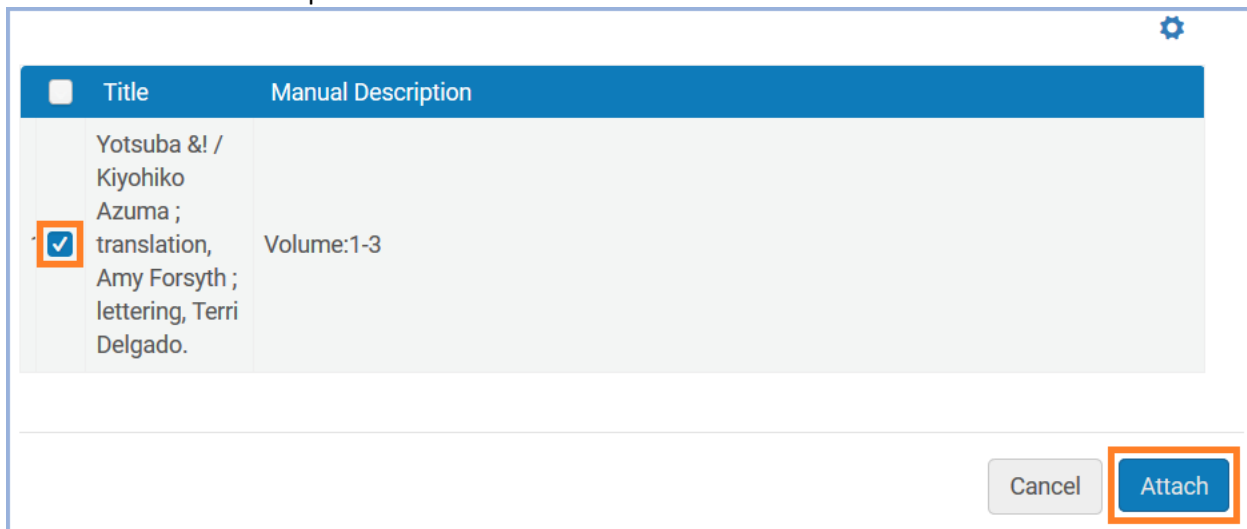
Bib-level requests are associated with the record that represents a work or title. Item-level requests are associated with a specific, physical item that exists on our shelves. Sometimes a request will note that it is for a particular item, such as one volume in a series, but the request itself is a bib-level request rather than an item-level request. When a request is bib-level, that specific item isn't linked to the request in Alma. **Note:** All I-Share requests made in Primo are bib-level.

Follow the steps below to link the specific item to the bib-level request so that it can be processed.

1. Scan in the item in the "Scan In Items" screen.
2. A small pop-up appears, indicating that the scanned item may fulfill an existing holdings request.



3. Click the "..." button (also known as the action button) at the end of the row that appeared when you scanned in the item. From the drop-down menu, select "Attach to Request".
4. This will take you to a new page. On this page, use the checkbox to select the request, and click "Attach" to attach the item to the request.



5. Now that the specific item is attached to the request, you should be able to process it normally.

Quick Facets Notes

The image displays three side-by-side screenshots of a library system's facet menu. Each screenshot shows a 'Facets' section with a left arrow and a right arrow. The first screenshot shows the 'Request Date' facet with options: Today (3), Yesterday (12), Up to a Week Ago (19), Up to a Month Ago (18), and Older (31). Below it is the 'Request/Process Type' facet with options: Move permanen... (1), Patron physical it... (88), and Preservation (1). The second screenshot shows the 'Call Number' facet with options: 003.7 ES74 - 636... (20), 636.8 M19CA - 8... (20), 822.33 S7DEL - D... (20), DT3046 .B46 201... (20), and TL400 .F47 2016 - ... (3). Below it is the 'Pickup Institution' facet with options: Concordia Univers... (1), DePaul University (1), Lincoln Land Com... (1), and Newberry Library (1). The third screenshot shows the 'Destination' facet with options: Library of Anothe... (17), Hold Shelf (54), Residence Hall Ike... (1), and Literatures and La... (1). Below it is the 'Material Type' facet with options: Undefined (53), Issue (3), and Book (27). The fourth screenshot shows the 'Request Printed' facet with options: Yes (34) and No (49). The fifth screenshot shows the 'Request Reported' facet with options: No (15) and Yes (68).

- **Request Date:** This facet sorts by the date on which the patron made the request. The facets do not overlap at all—for instance, “Up to a Week Ago” does not include “Today” or “Yesterday”. The facets cover the following time frames:
 - Today: 0 days ago
 - Yesterday: 1 day ago
 - Up to a week ago: 2-6 days ago
 - Up to a month ago: 7-30 days ago
 - Older: 31+ days ago
- **Destination:** This facet sorts by the location where the patron will pick up the item, or the location to which the item will be moved. The “Hold Shelf” facet refers to items that are to be picked up at your location.

View Title in Search

Sometimes it's necessary to view the item information for a particular item that has been requested. There's a simple way to go directly from the Pick From Shelf list to the List of Items.

1. To see the item record, from the Pick From Shelf list, click the “...” button and select “View Title in Search”.

Pick Up Requested Resources (1 - 20 of 84) [Print Slip Report](#)

Select All Sort by: **Call Number - Asc** [Print Slip](#) [Cancel](#) [↶](#) [⚙](#)

1 <input type="checkbox"/>		The essence of chaos / Edward N. Lorenz. Author: Lorenz, Edward N. ISBN: 9781857281873 Imprint: Seattle : University of Washington Press ©1993.	Location: Stacks Call Number: 003.7 ES74 Requests: 2	Cancel Request Skip Location ...
2 <input type="checkbox"/>		Library / Stephen Akey. Author: Akey, Stephen, 1955- ISBN: 0914061917 Imprint: Alexandria, Va. : Orchises 2002.	Location: Stacks Call Number: 020.92 Ak37a Requests: 1	Cancel Request

- Mark as Missing
- Print Slip
- Update Expiry
- Convert to Resource Sharing
- Edit
- View Title in Search**
- Manual Skip Location

2. Then click “Physical” at the bottom of the entry, and in the drop-down section that appears below, click “Items”.

1 [👤](#) **The essence of chaos / Edward N. Lorenz.** [Edit Record](#) [Holdings](#) [...](#)

Book {Book - Physical} text; unmediated; volume By Lorenz, Edward N. (Seattle : University of Washington Press ©1993.) **Language:** English **Requests:** 2
ISBN: 029597270X and others **MMS ID:** 9935791943405899
Subject: Chaotic behavior in systems. Chaos. Chaotisches System and others **Record number:** 67561-01carli_network [👇](#)
Series: Jessie and John Danz lectures.
Creation Date: 09/09/2019 18:26:28 CDT
Modification Date: -

Physical (2) Electronic Digital [Other details](#)


2 Holdings | 2 of 2 items are available

Library	Location	Call Number	Accession Number	Item Availability	Related Record
ENGINEER	engnx	003.7 ES74	-	● 1 of 1 Available	-
MAINSTACKS	stx	003.7 ES74	-	● 1 of 1 Available	-

[Holdings](#) | [Items](#)

3. Click an item's barcode for additional details.

← List of Items Back



The essence of chaos / Edward N. Lorenz. Lorenz, Edward N. University of Washington Press ▼
Seattle : ©1993. [9781857281873]

MMS ID 9935791943405899 View all holdings

1 - 2 of 2 Call number ▼ Q Sort routine ▼ 🔗 ⚙️

▼ Status : All ▼ Library : All ▼ Location : All ▼ Year : All ▼ Volume : All ▼ Description : All ▼ Receive Date : All ▼

☐	Barcode	Library	Location	Call Numbe	Item Call Number	Year	Volum	Descri	Tempora Location	Status	Proce type	Acco Num	Receiving date	⋮
1. <input type="checkbox"/>	30112003924856	Main Stacks	Stacks	003.7 ES74	-	-	-	-	No	Item in place	-	-	04/22/2...	⋮
2. <input type="checkbox"/>	30112032112515	Grainger Enginee... Library	Stacks	003.7 ES74	-	-	-	-	No	Item in place	-	-	04/22/2...	⋮

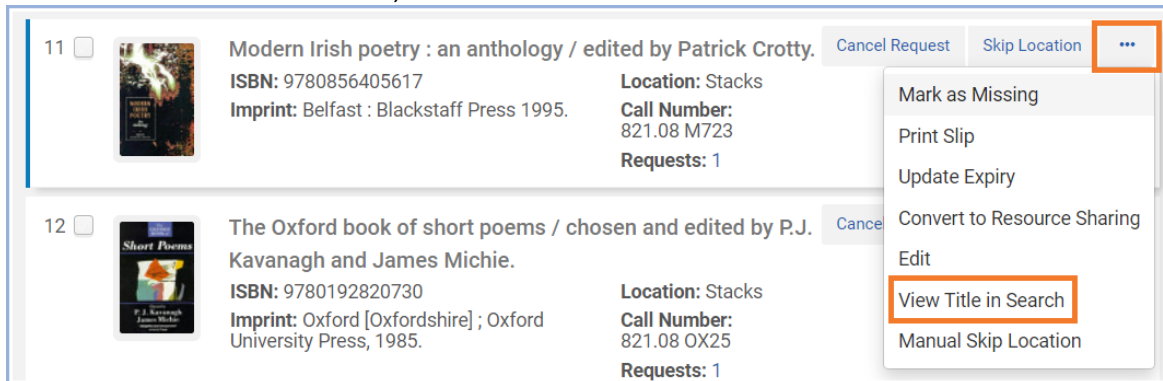
Requested Item was Not On Shelf (NOS)



If no copies of the requested item are found on the bookshelves in your unit library, and there is only one Patron Physical Item Request on the item, go through the following workflow. (For a simplified version of the NOS workflow, please see the Quick Reference NOS Workflow Table below this section.)

Note: If the request was a digitization request rather than a physical item request, then we won't send the request to I-Share. If there are no copies at UIUC to fill a digitization request, then follow the instructions for what to do if there are [no available copies anywhere at UIUC or in I-Share](#).

Before you begin, take note of information about the requested title that will help you find the item again later on when you toggle the Missing status:

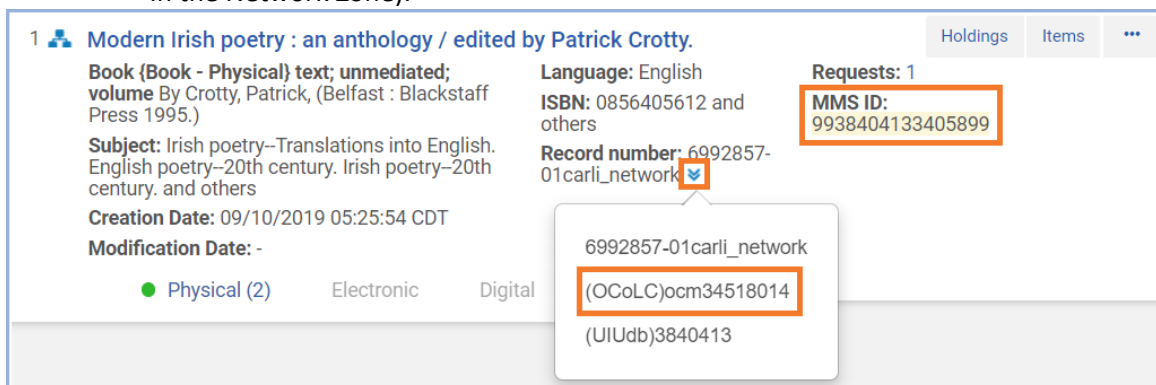
A. From the Pick From Shelf list, click the "..." button and select "View Title in Search".




11		Modern Irish poetry : an anthology / edited by Patrick Crotty. ISBN: 9780856405617 Imprint: Belfast : Blackstaff Press 1995.	Location: Stacks Call Number: 821.08 M723 Requests: 1	Cancel Request Skip Location ...
12		The Oxford book of short poems / chosen and edited by P.J. Kavanagh and James Michie. ISBN: 9780192820730 Imprint: Oxford [Oxfordshire] ; Oxford University Press, 1985.	Location: Stacks Call Number: 821.08 OX25 Requests: 1	Cancel

- Mark as Missing
- Print Slip
- Update Expiry
- Convert to Resource Sharing
- Edit
- View Title in Search**
- Manual Skip Location

- B. Copy identifying information about the title, such as the MMS ID or the OCLC control number, and paste it somewhere you can find it again easily.
- The OCLC control number starts with "(OCoLC)" and can be found by clicking the "Click here for more information" icon (which looks like a stack of two chevrons) in the "Record number" field.
 - The OCLC control number can be used to look up the title in both the Institution Zone and the Network Zone, while the MMS ID can only be used in the Institution Zone (the title will have a different MMS ID in the Network Zone).



1  **Modern Irish poetry : an anthology / edited by Patrick Crotty.** Holdings Items ...

Book {Book - Physical} text; unmediated; volume By Crotty, Patrick, (Belfast : Blackstaff Press 1995.)

Subject: Irish poetry--Translations into English. English poetry--20th century. Irish poetry--20th century. and others

Creation Date: 09/10/2019 05:25:54 CDT

Modification Date: -

Physical (2) Electronic Digital

Language: English

ISBN: 0856405612 and others

Record number: 6992857-01carli_network

Requests: 1

MMS ID: 9938404133405899

6992857-01carli_network

(OCoLC)ocm34518014

(UIUdb)3840413

Once you've made a note of identifying information for the title, check Alma, Primo, and/or the printed Pick Slip to get the following information (and note that "available copies" means "at least one copy that is a circulating copy and is *currently* available"):

- Is the request from a local (UIUC) patron, or from an I-Share patron?
- How many available copies are there supposed to be in your unit library?
- Are there any available copies in other unit libraries at UIUC?
- If there are not any other available copies at UIUC, are there any available copies in I-Share? (This only applies to physical item requests, not digitization requests.)
- (This information is only necessary if the request is for a local patron, and there are no available UIUC copies but there is an available I-Share copy.) Is the pick-up location at UIUC or at an I-Share institution?

1. If the request is for a **local patron**, continue with this step. If it is for an I-Share patron, skip ahead to step 2.
 - a. If **another UIUC unit library has an available copy**:
 - i. First, click the "..." button on the right side of the entry in the Pick From Shelf list, click "Manual Skip Location", and select a unit library to reassign the request to.
 - ii. Next, toggle the missing status to Missing for all of the copies that should have been on your unit library's bookshelves. See step 3 below for how to do that. (Note: There is a "Mark as Missing" button in the Pick From Shelf list, but it doesn't work properly. Please do not use it.)
 - b. If there are **no other available copies at UIUC**, but **there is an available copy in I-Share**, and the request was for **pick-up at a UIUC location**:
 - i. First, click the "..." button on the right side of the entry in the Pick From Shelf list, and click "Convert to Resource Sharing". This will promote the request to I-Share. (This only works if the local patron requested the item for a local pick-up.)
 - ii. Next, toggle the missing status to Missing for all of the copies that should have been on your unit library's bookshelves. See step 3 below for how to do that. (Note: There is a "Mark as Missing" button in the Pick From Shelf list, but it doesn't work properly. Please do not use it.)
 - c. If there are **no other available copies at UIUC**, but **there is an available copy in I-Share**, and the request was for **pick-up at an I-Share location**:
 - i. First, click the "Cancel Request" button on the right side of the entry in the Pick From Shelf list. In the pop-up that appears, select the reason why you aren't filling the request, uncheck the "Notify user" box, and then click "Confirm". In this situation, the "Cancel Request" button will actually cancel the request, so you will have to place a new I-Share request for the patron after toggling the Missing status of the item.
 - ii. Next, toggle the missing status to Missing for all of the copies that should have been on your unit library's bookshelves. See step 3 below for how to do that. (Note: There is a "Mark as Missing" button in the Pick From Shelf list, but it doesn't work properly. Please do not use it.)
 - iii. Finally, place a new I-Share request for this item on the patron's behalf.
 - d. If there are **no available copies** anywhere at UIUC or in I-Share:
 - i. First, click the "Cancel Request" button on the right side of the entry in the Pick From Shelf list. In the pop-up that appears, select the reason why you aren't filling the request, make sure there's a check in the "Notify user" box, and then click "Confirm". In this situation, doing this will cancel the request and send the patron a Request Cancellation notice.
 - ii. Next, toggle the missing status to Missing for all of the copies that should have been on your unit library's bookshelves. See step 3 below for how to do that. (Note: There is a "Mark as Missing" button in the Pick From Shelf list, but it doesn't work properly. Please do not use it.)

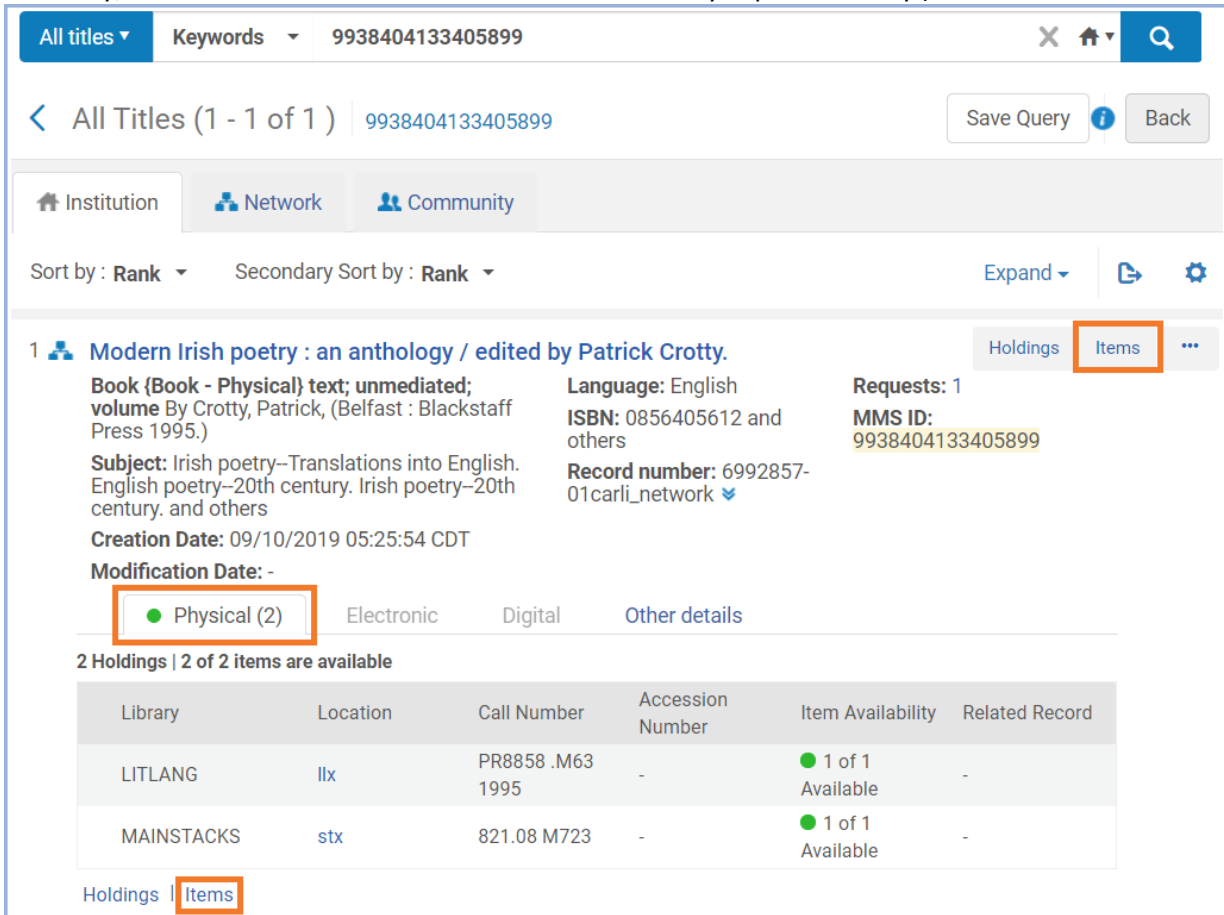
2. If the request is for an **I-Share patron**:
 - a. If **another UIUC unit library has an available copy**:
 - i. First, click the “...” button on the right side of the entry in the Pick From Shelf list, click “Manual Skip Location”, and select a unit library to reassign the request to.
 - ii. Next, toggle the missing status to Missing for all of the copies that should have been on your unit library’s bookshelves. See step 3 below for how to do that. (Note: There is a “Mark as Missing” button in the Pick From Shelf list, but it doesn’t work properly. Please do not use it.)
 - b. If there are **no other available copies at UIUC**, but there is **an available copy in I-Share**:
 - i. First, click the “Cancel Request” button on the right side of the entry in the Pick From Shelf list. In the pop-up that appears, select the reason why you aren't filling the request, uncheck the “Notify user” box, and then click “Confirm”. In this situation, the “Cancel Request” button will promote the request to I-Share, but it only works for I-Share patrons, and only if there’s an available I-Share copy.
 - ii. Next, toggle the missing status to Missing for all of the copies that should have been on your unit library’s bookshelves. See step 3 below for how to do that. (Note: There is a “Mark as Missing” button in the Pick From Shelf list, but it doesn’t work properly. Please do not use it.)
 - c. If there are **no available copies** anywhere at UIUC or in I-Share:
 - i. First, click the “Cancel Request” button on the right side of the entry in the Pick From Shelf list. In the pop-up that appears, select the reason why you aren't filling the request, make sure there’s a check in the “Notify user” box, and then click “Confirm”. In this situation, doing this will cancel the request and send the patron a Request Cancellation notice.
 - ii. Next, toggle the missing status to Missing for all of the copies that should have been on your unit library’s bookshelves. See step 3 below for how to do that. (Note: There is a “Mark as Missing” button in the Pick From Shelf list, but it doesn’t work properly. Please do not use it.)

3. How to **toggle the missing status**

- a. This should be done from the List of Items page. To get there, use an "All Titles" or "Physical Titles" search in the persistent search box at the top of the page to look up the item. (If you took note of the OCLC control number or MMS ID earlier, this is the easiest way to search for this. Use the "Keywords" search index to search for either of those numbers.)



- b. From there, find the correct entry in the list (there may be only one entry). Click the "Items" button near the top right of that entry. (If there is no "Items" button, click the word "Physical" at the bottom of the entry, and then click "Items" at the bottom of the newly expanded entry.)



1 **Modern Irish poetry : an anthology / edited by Patrick Crotty.** Holdings **Items** ...

Book {Book - Physical} text; unmediated; volume By Crotty, Patrick, (Belfast : Blackstaff Press 1995.)

Language: English

Requests: 1

ISBN: 0856405612 and others

MMS ID: 9938404133405899

Subject: Irish poetry--Translations into English. English poetry--20th century. Irish poetry--20th century. and others

Record number: 6992857-01carli_network

Creation Date: 09/10/2019 05:25:54 CDT

Modification Date: -

Physical (2) Electronic Digital [Other details](#)

2 Holdings | 2 of 2 items are available

Library	Location	Call Number	Accession Number	Item Availability	Related Record
LITLANG	llx	PR8858 .M63 1995	-	● 1 of 1 Available	-
MAINSTACKS	stx	821.08 M723	-	● 1 of 1 Available	-

Holdings | **Items**

c. This is the List of Items page.

Modern Irish poetry : an anthology / edited by Patrick Crotty. Blackstaff Press Belfast : 1995. [9780-856405617]

MMS ID 9938404133405899 View all holdings

1 - 2 of 2 Call number [] Search Sort routine Change Holdings Relink to another Bib

Status: All Library: All Location: All Year: All Volume: All Description: All Receive Date: All

	Barcode	Library	Location	Call Number	Item Call Number	Year	Vol	Descrip	Temp Locat	Status	Process type	Acc Nur	Receiving date	
1	30112046244262	Main Stacks	Stacks	821.08 M723	-	-	-	-	No	Item in place	-	-	04/22/...	...
2	30112000291309	Literatures and Languages Library	Stacks A	PR8858 .M63 1995	-	-	-	-	No	Item in place	-	-	04/22/...	...

d. Find the copy of the item that you want to mark Missing, and click the "..." button on the right side. Select "Toggle Missing Status" from the drop-down menu. **Note:** If you don't see that option in the menu, check step 3.f (Troubleshooting Steps) below.

Modern Irish poetry : an anthology / edited by Patrick Crotty. Blackstaff Press Belfast : 1995. [9780-856405617]

MMS ID 9938404133405899 View all holdings

1 - 2 of 2 Call number [] Search Sort routine Change Holdings Relink to another Bib

Status: All Library: All Location: All Year: All Volume: All Description: All Receive Date: All

	Barcode	Library	Location	Call Number	Item Call Number	Year	Vol	Descrip	Temp Locat	Status	Process type	Acc Nur	Receiving date	
1	30112046244262	Main Stacks	Stacks	821.08 M723	-	-	-	-	No	Item in place	-	-	04/22/...	...
2	30112000291309	Literatures and Languages Library	Stacks A	PR8858 .M63 1995	-	-	-	-	No	Item in place	-	-	04/22/...	...

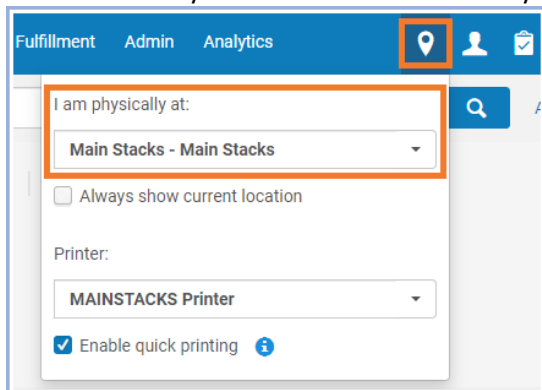
- View
- Edit
- Duplicate
- Change Location
- Toggle Missing Status
- Work Order
- View hidden

e. Once you have clicked the "Toggle Missing Status" option, the Status should change to "Item not in place" and the Process Type should change to "Missing".

	Barcode	Library	Location	Call Number	Item Call Number	Year	Vol	Descrip	Temp Locat	Status	Process type	Acc Nur	Receiving date	
1	30112046244262	Main Stacks	Stacks	821.08 M723	-	-	-	-	No	Item not in place	Missing	-	04/22/...	...
2	30112000291309	Literatures and Languages Library	Stacks A	PR8858 .M63 1995	-	-	-	-	No	Item in place	-	-	04/22/...	...

f. **Troubleshooting Steps:** Whether or not “Toggle Missing Status” is an option in the menu depends on a variety of factors. Here are some things to check if you don’t see it:

i. Check that you are in the correct Library Location.



ii. Check that you are looking at the correct copy of the item (including the volume and year, if applicable), and that it is from your unit library. You can’t toggle the Missing status for an item that belongs to a different unit library. To get additional information about the copy, click the hyperlinked item barcode.

	Barcode	Library	Location	Call Number	Item Call Number	Year	Vol	Descrip	Temp Locat	Status	Process type	Acc Nur	Receiving date	
1	30112046244262	Main Stacks	Stacks	821.08 M723	-	-	-	-	No	Item in place	-	-	04/22/...	...
2	30112000291309	Literatures and Languages Library	Stacks A	PR8858 .M63 1995	-	-	-	-	No	Item in place	-	-	04/22/...	...

iii. The Status should be “Item in place”. If it isn’t, double-check that you followed the first parts of the step that applied to this item’s situation (as seen above, in either section 1 or section 2 of this workflow) before attempting to toggle the Missing status.

	Barcode	Library	Location	Call Number	Item Call Number	Year	Vol	Descrip	Temp Locat	Status	Process type	Acc Nur	Receiving date	
1	30112046244262	Main Stacks	Stacks	821.08 M723	-	-	-	-	No	Item in place	-	-	04/22/...	...
2	30112000291309	Literatures and Languages Library	Stacks A	PR8858 .M63 1995	-	-	-	-	No	Item in place	-	-	04/22/...	...

iv. If you have gone through all of the troubleshooting steps and you still do not have a “Toggle Missing Status” option, you may not have the correct permissions in Alma to toggle the Missing status. Check with your supervisor, or contact Central Access Services at circlib@library.illinois.edu for further assistance.

Quick Reference NOS Workflow Table

Patron Type	Number of Requests on item	Can't find copy/copies at your library, but there's an available copy at another UIUC unit library?	Can't find copy at UIUC, but I-Share available? Note: This column is only for physical item requests, not digitization requests.	No copies available at UIUC or I-Share?
Local	1	Reassign the request with "Manual Skip Location", and then toggle the missing status to Missing for each copy that was supposed to be available at your unit library.	<p>If it's for a UIUC pick-up location: Click "Convert to Resource Sharing", and then toggle the missing status to Missing for each copy that was supposed to be available at your unit library.</p> <p>If it's for an I-Share pick-up location: Cancel the request (uncheck the "Notify user" box), toggle the missing status to Missing for each copy that was supposed to be available at your unit library, and place a new I-Share request for the patron.</p>	Cancel the request (the "Notify user" box should be checked), and then toggle the missing status to Missing for each copy that was supposed to be available at your unit library.
I-Share	1	Reassign the request with "Manual Skip Location", and then toggle the missing status to Missing for each copy that was supposed to be available at your unit library.	Cancel the request** (uncheck the "Notify user" box), and toggle the missing status to Missing for each copy that was supposed to be available at your unit library.	Cancel the request (the "Notify user" box should be checked), and then toggle the missing status to Missing for each copy that was supposed to be available at your unit library.

**For requests from I-Share patrons, cancelling the request in Alma is what "promotes" the request to the Automated Fulfillment Network (if there are any available copies in the AFN).

Note: Go to the List of Items to [toggle the missing status to Missing](#). Do not use the "Mark as Missing" button in the Pick From Shelf list because it doesn't work consistently.

Note: "Convert to Resource Sharing" does not work when it's a UIUC patron requesting a UIUC item to be put on hold at another I-Share institution.

Requested Item was Damaged

If your unit library's copy or copies of the requested item are too damaged to be loaned out, and there is only one Patron Physical Item Request on the item, go through the following workflow. Details on how to place a Work Order on an item can be found in the Work Order Alma documentation. (For a simplified version of the Damaged Item workflow, please see the Quick Reference Damaged Item Workflow Table below this section.)

Note: If the request was a digitization request rather than a physical item request, and there are no other copies at UIUC to fill the request, then send the copy you have, even if it's damaged. If it's so damaged that it needs to be bagged and sent to Preservation for treatment (due to mold or evidence of bugs), contact Digitization Services directly to see how they want to proceed with the request.

Before you begin, check Alma, Primo, and/or the printed Pick Slip to get the following information (and note that "available copies" means "at least one copy that is a circulating copy and is *currently* available"):

- Is the request from a local (UIUC) patron, or from an I-Share patron?
- How many available copies are there supposed to be in your unit library?
- Are there any available copies in other unit libraries at UIUC?
- If there are not any other available copies at UIUC, are there any available copies in I-Share?
- (This information is only necessary if the request is for a local patron, and there are no available UIUC copies but there is an available I-Share copy.) Is the pick-up location at UIUC or at an I-Share institution?

1. If the request is for a **local patron**, continue with this step. If it is for an I-Share patron, skip ahead to step 2.
 - a. If **another UIUC unit library has an available copy**:
 - i. First, click the "..." button on the right side of the entry in the Pick From Shelf list, click "Manual Skip Location", and select a unit library to reassign the request to.
 - ii. Next, place a Work Order on each damaged copy from your unit library.
 - b. If there are **no other available copies at UIUC**, but **there is an available copy in I-Share**, and the request was for **pick-up at a UIUC location**:
 - i. First, click the "..." button on the right side of the entry in the Pick From Shelf list, and click "Convert to Resource Sharing". This will promote the request to I-Share. (This only works if the local patron requested the item for a local pick-up.)
 - ii. Next, place a Work Order on each damaged copy from your unit library.
 - c. If there are **no other available copies at UIUC**, but **there is an available copy in I-Share**, and the request was for **pick-up at an I-Share location**:
 - i. First, click the "Cancel Request" button on the right side of the entry in the Pick From Shelf list. In the pop-up that appears, select the reason why you aren't filling the request, uncheck the "Notify user" box, and then click "Confirm". In this situation, the "Cancel Request" button will actually cancel the request, so you will have to place a new I-Share request for the patron after placing the Work Order(s).
 - ii. Next, place a Work Order on each damaged copy from your unit library.
 - iii. Finally, place a new I-Share request for this item on the patron's behalf.
 - d. If there are **no available copies** anywhere at UIUC or in I-Share:
 - i. First, click the "Cancel Request" button on the right side of the entry in the Pick From Shelf list. In the pop-up that appears, select the reason why you aren't filling the request, make sure there's a check in the "Notify user" box, and then click "Confirm". In this situation, doing this will cancel the request and send the patron a Request Cancellation notice.
 - ii. Next, place a Work Order on each damaged copy from your unit library.

2. If the request is for an **I-Share patron**:
 - a. If **another UIUC unit library has an available copy**:
 - i. First, click the “...” button on the right side of the entry in the Pick From Shelf list, click “Manual Skip Location”, and select a unit library to reassign the request to.
 - ii. Next, place a Work Order on each damaged copy from your unit library.
 - b. If there are **no other available copies at UIUC**, but there is **an available copy in I-Share**:
 - i. First, click the “Cancel Request” button on the right side of the entry in the Pick From Shelf list. In the pop-up that appears, select the reason why you aren't filling the request, uncheck the “Notify user” box, and then click “Confirm”. In this situation, the “Cancel Request” button will promote the request to I-Share, but it only works for I-Share patrons, and only if there's an available I-Share copy.
 - ii. Next, place a Work Order on each damaged copy from your unit library.
 - c. If there are **no available copies** anywhere at UIUC or in I-Share:
 - i. First, click the “Cancel Request” button on the right side of the entry in the Pick From Shelf list. In the pop-up that appears, select the reason why you aren't filling the request, make sure there's a check in the “Notify user” box, and then click “Confirm”. In this situation, doing this will cancel the request and send the patron a Request Cancellation notice.
 - ii. Next, place a Work Order on each damaged copy from your unit library.

Quick Reference Damaged Item Workflow Table

Patron Type	Number of Requests on item	Can't find loanable copy/copies at your library, but there's an available copy at another UIUC unit library?	Can't find loanable copy at UIUC, but I-Share available? Note: This column is only for physical item requests, not digitization requests.	No loanable copies available at UIUC or I-Share? Note: This column is only for physical item requests, not digitization requests.
Local	1	Reassign the request with "Manual Skip Location", and then place a Work Order on each damaged copy.	<p>If it's for a UIUC pick-up location: Click "Convert to Resource Sharing", and then place a Work Order on each damaged copy.</p> <p>If it's for an I-Share pick-up location: Cancel the request (uncheck the "Notify user" box), place a Work Order on each damaged copy, and place a new I-Share request for the patron.</p>	Cancel the request (the "Notify user" box should be checked), and then place a Work Order on each damaged copy.
I-Share	1	Reassign the request with "Manual Skip Location", and then place a Work Order on each damaged copy.	Cancel the request** (uncheck the "Notify user" box), and then place a Work Order on each damaged copy.	Cancel the request (the "Notify user" box should be checked), and then place a Work Order on each damaged copy.

**For requests from I-Share patrons, cancelling the request in Alma is what "promotes" the request to the Automated Fulfillment Network (if there are any available copies in the AFN).

Note: "Convert to Resource Sharing" does not work when it's a UIUC patron requesting a UIUC item to be put on hold at another I-Share institution.