Requesting Local Items on a Patron's Behalf

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

Requests in Alma can be Title-level or Item-level requests. If a patron wants one specific copy (for example, they might only want the one copy we have with the author's signature in it), then the request should be an Item-level request. Item-level requests can only be placed in Alma, not Primo.

However, most requests will be Title-level requests, meaning that any copy of the Title could fill the request. For instructions on how to do this, see the section immediately below. For instructions on making Item-level requests, see the section "Item-Level Request".

Title-Level Request

1. Use the persistent search box at the top of the page to find the item that the patron needs. Make sure that the search entity type on the left side is "All titles" or "Physical titles".
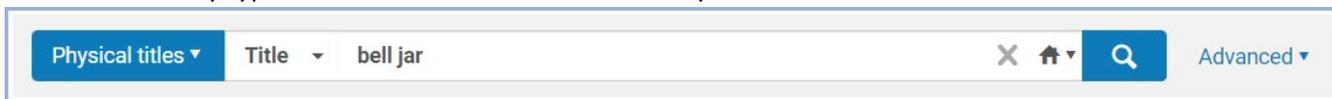
2. If desired, use the facets in the left sidebar to narrow down your search.
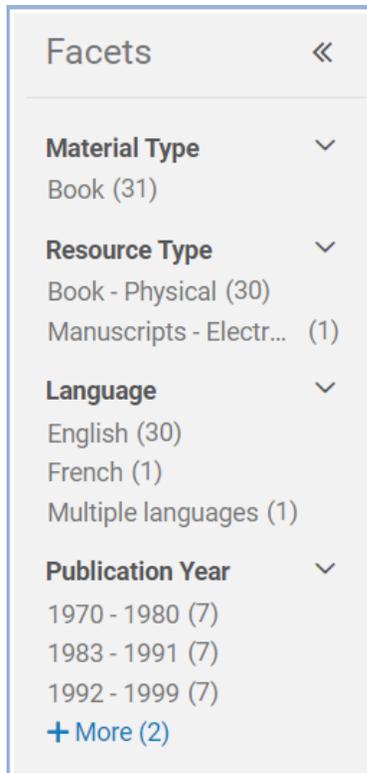
3. Any facets you select will appear at the top of the list of titles. If you want to remove a facet, click the "X" in the circle to the right of that facet.

4. When you find the correct entry, check to make sure there is an available copy, since it is possible to place a request in Alma even if there are no available copies of that title.

Note: Click the word "Physical" at the bottom of the entry to show additional availability details. In the example below, two of the Location listings have "-nc" at the end to indicate "non-circulating". Additionally, the "Requests: 1" means that there is already one active request on this Title (the number after the word "Requests" is a link that can be clicked to bring up more details about any requests). If no UIUC copies are currently available for requesting, check if it's possible to request an I-Share copy instead.

5. If there is at least one available UIUC copy, click the "…" button in the upper right corner of the entry and select "Request".

6. In the "Request Type" drop-down menu, select "Patron physical item request".

7. Selecting this option will expand the screen with more options to complete the request.

The bell jar, a novel of the fifties / Linda Wagner-Martin. ⌄

Institution   University of Illinois at Urbana-Champaign (UIU) —Champaign and Urbana, IL

Create Request	⌄

Request Type *   [Patron physical item request   ▼]

Requester *   [🔍 Look-up or select | ☰ | ⟲]

Note   [   ]

Pickup Institution *   [My Institution: University of Illinois   ▼]

Pickup At *   [▼]

[Override On Shelf Request Policy]

Additional Request Attributes	⌄

Material Type   [▼]

Date Needed By   [📅]

Loan Period   [▼]

8. Scan the patron's ID in the "Requester" field.

Create Request	⌄

Request Type *   [Patron physical item request   ▼]

Requester *   [20112000326602 | ☰ | ⟲]

Note   [   ]

9. If the patron's name does not appear in the "Requester" field, click that field to put your cursor in it. Then hit the "Enter" key. Once the patron's name appears in the "Requester" field, you can continue.

Create Request	⌄

Request Type *   [Patron physical item request   ▼]

Requester *   [Fish, Stackles   ✕ | ☰ | ⟲]

Note   [   ]

10. If the requested item is part of a series, select an option in the Description field to indicate which item in the series is being requested.

11. Ask the patron where they would like to pick up the item, then select that option from the "Pickup At" drop-down menu. **Note:** Some items can only be picked up at certain locations, so the drop-down menu for the "Pickup at" field may only show those locations.

12. You can also select options in the "Additional Request Attributes" section, but be aware that adding these limits may mean that Alma would be unable to fill the request.

13. Click the "Submit" button near the upper right corner to finish the request.

14. The system should provide you confirmation that the request has been placed.
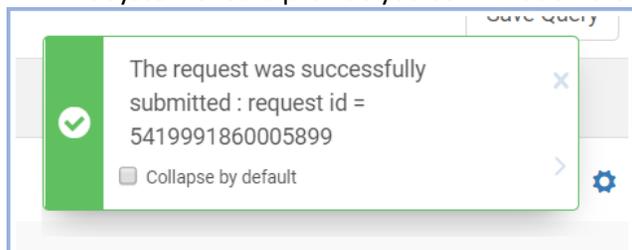
Item-Level Request

1. Use the persistent search box at the top of the page to find the item that the patron needs. Make sure that the search entity type on the left side is "Physical items".
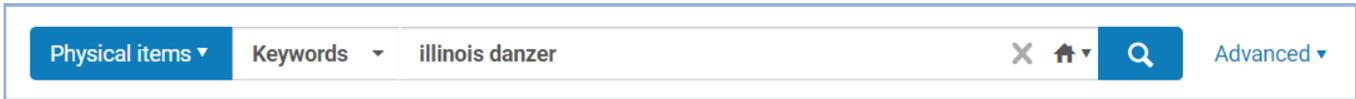
2. If desired, use the facets in the left sidebar to narrow down your search.
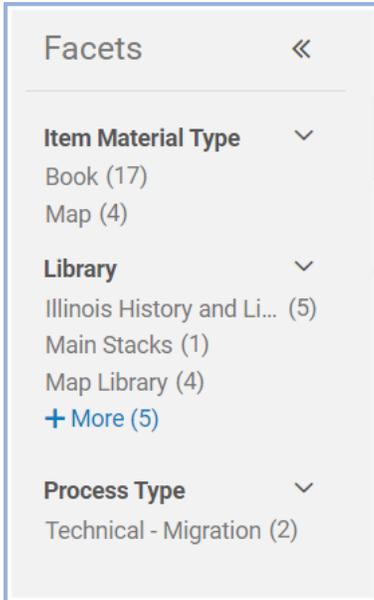
3. Any facets you select will appear at the top of the list of items. If you want to remove a facet, click the "X" in the circle to the right of that facet.
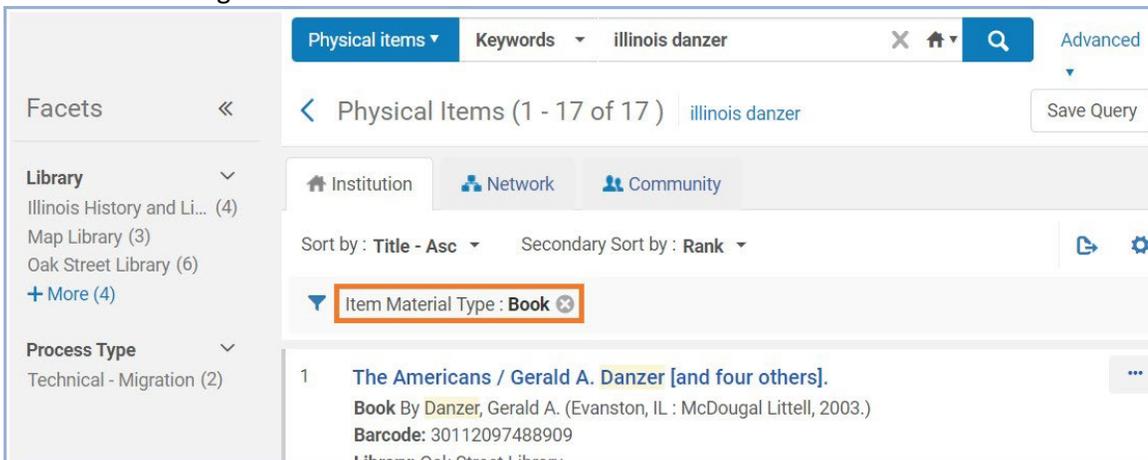
4. When you find the specific item that the patron wants, check to see if it's available, since it is possible to request an item in Alma even if isn't available.

   Note: Some signs that an item is *not* available for requesting include:
   - Process Type of "Loan", "Lost", "Missing", or "Hold Shelf"
   - Status of "Item not in place"
   - Item Policy of "BOOK NOCIRC"
   - The word "Requests" followed by a number

5. If the item is available, click the "Request" button in the upper right corner of the entry.

6. From here, follow steps 6. through 14. in the "Title-Level Request" section above.