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To: libnews-l@lists.illinois.edu
Subject: fulfillment reminder and update
Date: Friday, August 21, 2020 9:23:02 AM
Attachments: [image001.png](#)
[Fulfillment Flowchart.pdf](#)

Good morning all,

Just a quick update and reminder that the new fulfillment workflow for patron requests will take effect this coming Monday, August 24th. The attached version of the flowchart has one minor change, which is that now that we are adding a work order to send material to Preservation Services there is no need to write the patron name on the routing slip.

The more comprehensive written workflow is on the G drive (G:\Collections Info\COVID-Fulfillment), as is the DVD Reformatting Workflow. Please note a change in the exceptions section of the workflow that indicates:

Advanced graduate students and tenure-track faculty may need access to a body of material in print, and as long as we retain the capacity to fulfill those requests exceptions can be made for non-Hathi ETAS materials. In order to maintain consistency in our responses and efficiency in processing we encourage everyone to solicit those requests as a list rather than individual items. The list should then be shared with Central Access Services using the circlib@library.illinois.edu shared email account so that the retrieval and delivery of those materials can be coordinated.

Please do keep in mind that we have limited capacity to fill print requests, so we ask that you encourage users to make use of electronic copies whenever possible. This will allow us to make optimal use of the fulfillment workflow, limited staff resources, and locker capacity.

Best,
Mary

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