

Alma Fulfillment Basics for Graduate Assistants



Central Access Services
University Library

Business Hours: 217-333-8400
Nights and Weekends: 217-244-0732
circlib@library.illinois.edu

This handy guide will introduce you to circulation tasks in Alma, the cloud-based integrated library system used by the University Library. Basic circulation tasks are covered here, but your unit library will provide further training as to their specific procedures.

Click any entry in the Table of Contents below to navigate directly to that section of the guide.

Table of Contents

General Circulation Policies	3
Loan Periods	3
Requests	4
Other Unit Libraries on Campus.....	4
I-Share.....	4
Campus Mail	5
User Accounts, Library cards, and User Blocks.....	5
User Accounts in Alma	5
Library Cards	6
User Blocks.....	6
Fulfillment Procedures in Alma.....	7
Loan Items to a Local Patron.....	7
Loan Items to a Proxy Patron.....	12
Renewing items	17
Returning items	21
Placing Requests	26
Requesting Local Items on a Patron's Behalf	26
Requesting I-Share Items on a Patron's Behalf	38
Library Terms in Frequent Use at the University Library.....	43
Helpful Links	46

General Circulation Policies

Circulation policies vary can vary across campus library locations. In addition to location, the way that an item circulates can also depend on the borrowing patron's user group as well as any additional item policy that may be applied to it. These factors impact whether an item can or cannot be requested, checked out, or renewed, as well as the item's initial due date.

This section gives an overview of [loan periods](#), [requesting](#), and [user accounts](#). You can find additional information about borrowing using these links:

[Borrowing Services Overview](#)

[Standard Loan Periods Chart](#)

Loan Periods

- Most items circulate for 16 or 4 weeks depending on the patron's affiliation
 - Faculty, Emeritus Faculty, Academic Employee, and Graduate patrons can check most items out for 16 weeks.
 - Undergraduate, Support Staff, Retired Staff, and Courtesy Card patrons can check most items out for 4 weeks.
 - Most patrons will be able to renew these items 10 times.
- Most I-Share items (both those lent from our Library to another I-Share institution's patron and those borrowed by our patrons from another I-Share institution) circulate for 4 weeks.
 - All users who are eligible for I-Share borrowing can renew I-Share items up to 3 times
 - I-Share borrowing is not available to courtesy card patrons
- Some Journals/Serials at departmental libraries circulate for 2 weeks or for use in the building depending on the patron's affiliation

- Faculty, Emeritus Faculty, Academic Employee, and Graduate patrons can check these items out for 2 weeks.
- Undergraduate, Support Staff, Retired Staff, and Courtesy Card patrons can check these items for 2 hours to use in the building.
- Most patrons will be able to renew these items 10 times.

- Some notable collections that operate outside of these loan periods are:
 - Some media collections with items like DVDs, video games, or board games
 - Loanable Technology items like charging cords, laptops, and cameras
 - Music and Performing Arts Library CDs
 - University High School Library items

Requests

When patrons request items, they may be requesting them from many different locations and can choose to receive the items at many different locations. Items requested to or from different locations may take different amounts of time to arrive.

Other Unit Libraries on Campus

There are many different unit Libraries locations on campus, and items can be sent from one Library to another Library for pickup.

- Items usually arrive within 1-2 business days
- No weekend deliveries

I-Share

We're a part of a consortium of 90+ universities and research institutions in Illinois called I-Share. Patrons can request items from I-Share institutions for pickup at a Library location here at Illinois.

- Items usually arrive within 4-7 business days
- No deliveries on weekends

- There are many I-Share libraries in the Champaign-Urbana area (e.g., Parkland College), so I-Share patrons may request to pick up items here instead of their home campus

Campus Mail

Faculty, emeritus faculty, staff, and graduate students who have an office on campus can request for Library items to be delivered to their campus address.

- Items usually arrive within 8-10 business days
- No deliveries on weekends
- Not available to Undergraduate Students
- Items are not mailed to patrons' home address. Items are delivered only to campus mailrooms.
- Items must be returned in person or to a bookdrop. Items cannot be returned through Campus Mail.

User Accounts, Library cards, and User Blocks

User Accounts in Alma

- User accounts update regularly in Alma, pulling information from university records.
- If a patron has a very new i-card, it may not have been added in Alma yet. If scanning a patron's i-card doesn't pull up the user's record, follow these steps:
 - If it's Monday-Friday 8:30am-5pm, call the Library Phone Center first (217-333-8400). Let them know that you need to activate a patron's i-card.
 - If it's a weekend or evening **or** if you're unable to reach anyone in the Library Phone Center, call the Main Circulation desk (217-244-0732). Let them know that you need to activate a patron's i-card.
 - If you're unable to reach someone at either number, fill out a BLOK form (<https://www.library.illinois.edu/staff/cas/> under **Reporting Forms**).
- Please refer any other issues with a user account to [Central Access Services](#).

Library Cards

Patrons must present a valid, unexpired Library card to request Fulfillment transactions (e.g., placing requests, checking out items, requesting information about items checked out to their account) at a circulation desk. It is University Library policy that Library staff **may not** accept a patron's name or Library Number provided verbally in absence of a library borrowing card under any circumstances.

IDs that are valid to be used at the University Library:

- i-cards (either physical i-cards or their digital Library card available through the Illinois App)
- Courtesy Cards
- IDs from the patron's I-Share institution (e.g., an Illinois State University ID card)

IDs that are not valid to be used at the University Library:

- Public library cards
- Driver's Licenses
- Name/ID number given by patrons verbally

User Blocks

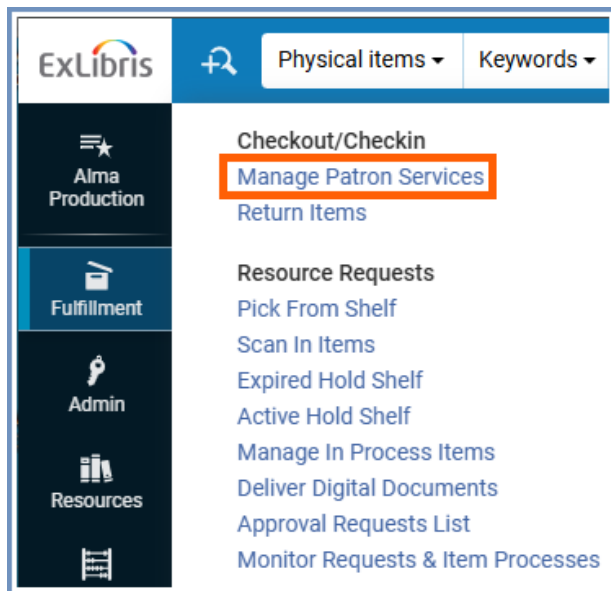
Patrons may be blocked from borrowing materials due to lost materials or fines. **Do not override patron blocks.** Follow your unit's procedure for referring patrons with blocks or, if needed, direct patron to the [Central Access Services](#) to address the block.

Fulfillment Procedures in Alma

This section outlines a few of the most common Fulfillment tasks you'll perform in Alma. Your unit library may provide further training to complete additional tasks. You can also visit [the Library's Alma Training page](#) to find more training documentation.

Loan Items to a Local Patron

1. Open the **Fulfillment** menu and select **Manage Patron Services**.



2. Scan the patron's i-card, courtesy card, or Illinois app in the **Scan patron's ID or search for patron** field.

Patron Identification

[Go to Return Items](#)[Register New User](#)

Find user in other institution☐

Scan patron's ID or search for patron *

🔍

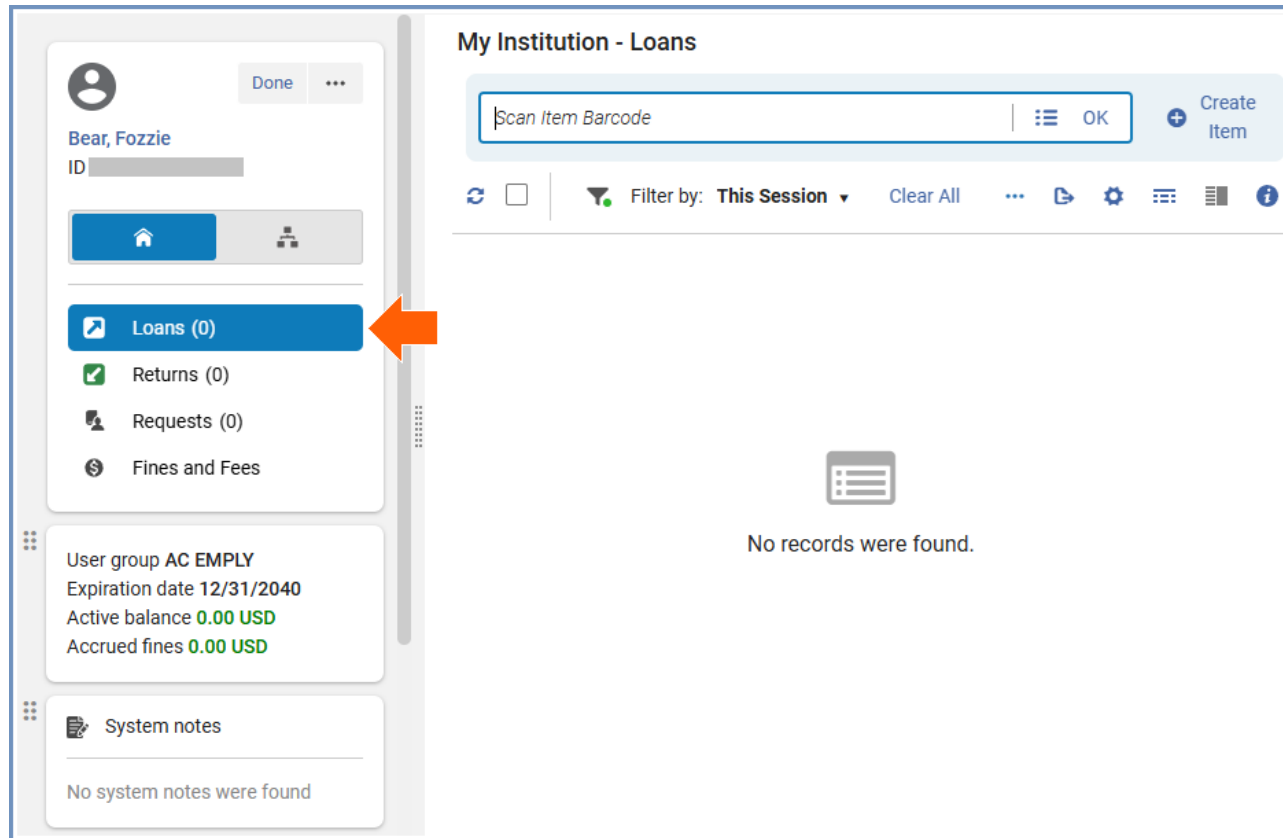
Look-up or select

☰

Go

Use proxy☐

3. The patron record will open to the **Loans** tab by default.



4. Scan the item barcodes into the **Scan item barcode** field.
5. The checked-out items will display in a list below the **Scan item barcode** field.

Done

...

Bear, Fozzie

ID

Home

Library

Loans (1)

Returns (0)

Requests (0)

Fines and Fees

User group AC EMPLY

Expiration date 12/31/2040

Active balance 0.00 USD

Accrued fines 0.00 USD

My Institution - Loans (1 - 1 of 1)

Scan Item Barcode

OK

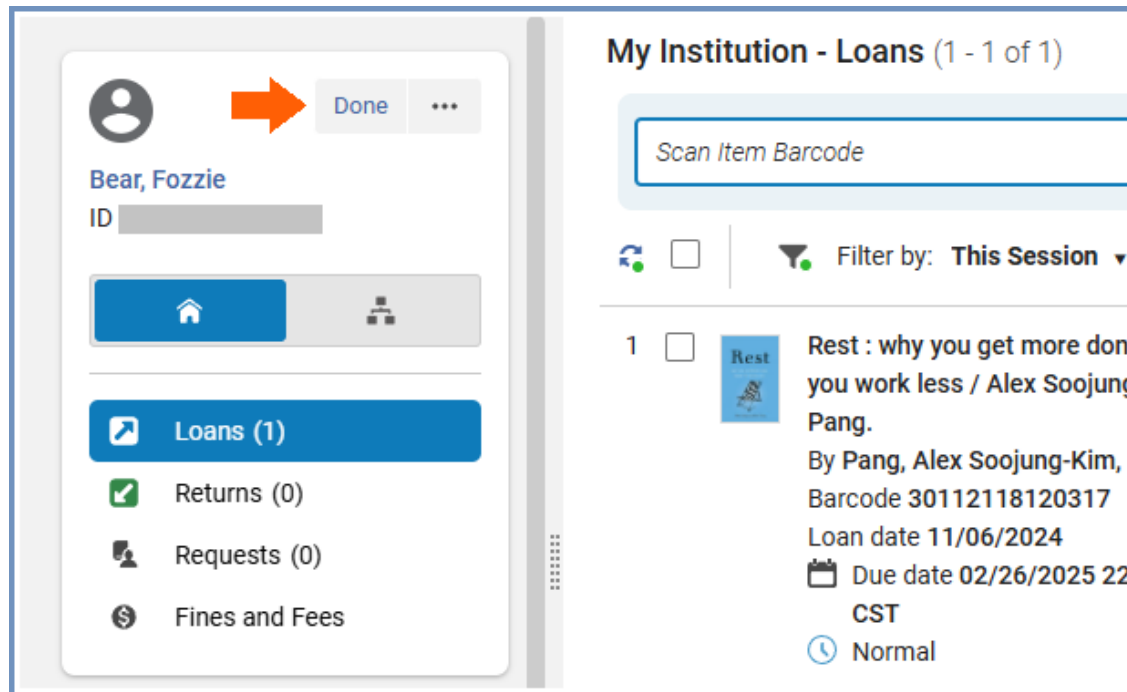
Create Item

Filter by: This Session

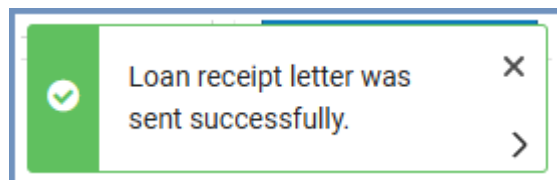
Clear All

1	<div> <div>Rest : why you get more done when you work less / Alex Soojung-Kim Pang.</div> <div>By Pang, Alex Soojung-Kim,</div> <div>Barcode 30112118120317</div> <div>Loan date 11/06/2024</div> <div>Due date 02/26/2025 22:00:00</div> <div>CST</div> <div>Normal</div> </div>	<div>Owning library Main Stacks</div> <div>Call number QP301 .P336 2016</div>	<div>Work Order</div> <div>...</div>
---	-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------	-------------------------------------------------------------------------------	--------------------------------------

- Click the **Done** button when you are finished. (It's above the patron's name, close to the upper right corner of the patron information section.)



7. After you click “Done”, the patron will receive a notification email that the items are checked out to them. Alma will show a pop-up notification to confirm that it was sent.



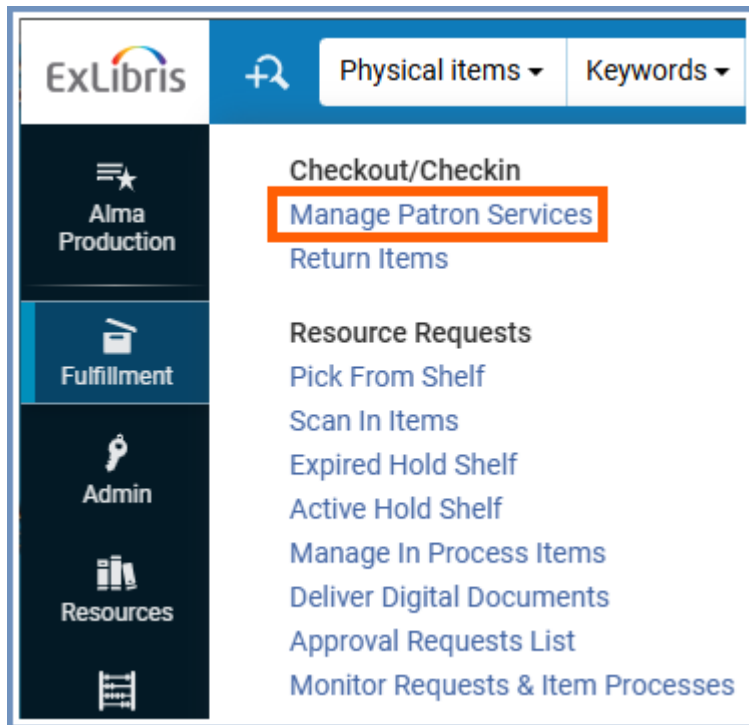
Loan Items to a Proxy Patron

A library borrower may authorize another library borrower to perform certain circulation functions on their behalf (typically checking out and renewing items). The authorizing patron is called the sponsor, and the borrower who is acting on their behalf is their proxy. To learn more about proxy authorization, visit our [Proxy Authorization webpage](#).

Note: The proxy patron who is there must present **their own** i-card, courtesy card, or Illinois app for you to scan. Some patrons may try to present the sponsor's card, but we can't use that, since it's not their own card.

In this example, Fitzwilliam Darcy (the proxy borrower) has come to the library to pick up books on behalf of Dana Scully (the sponsor).

1. Go to **Fulfillment** and select **Manage Patron Services**.



2. Check the **Use proxy** checkbox.

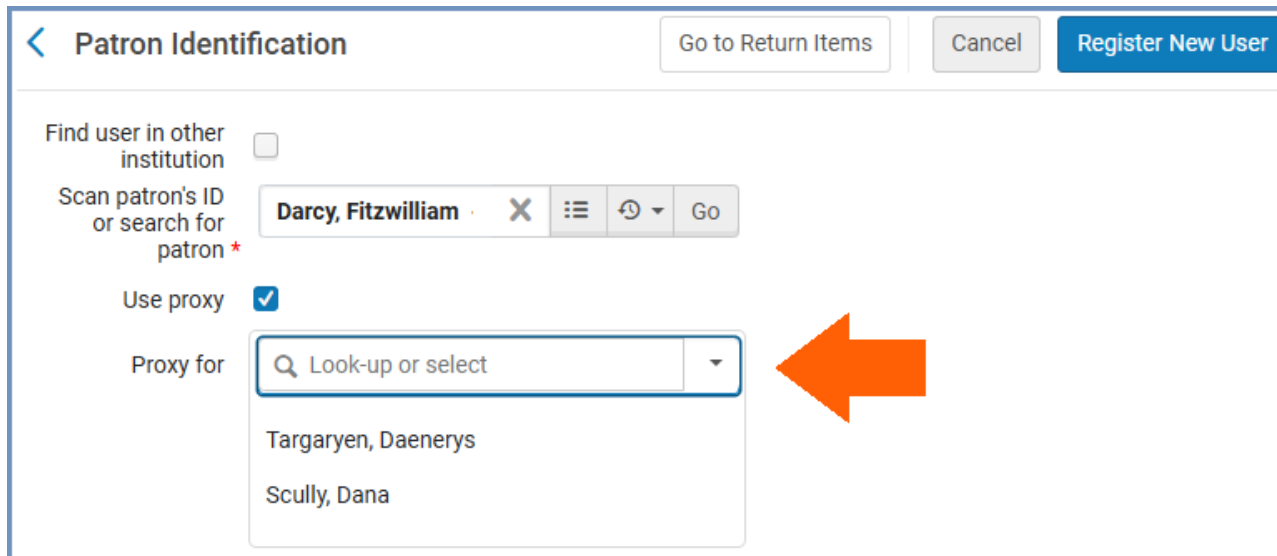
Patron Identification Go to Return Items Register New User

Find user in other institution ☐

Scan patron's ID or search for patron *

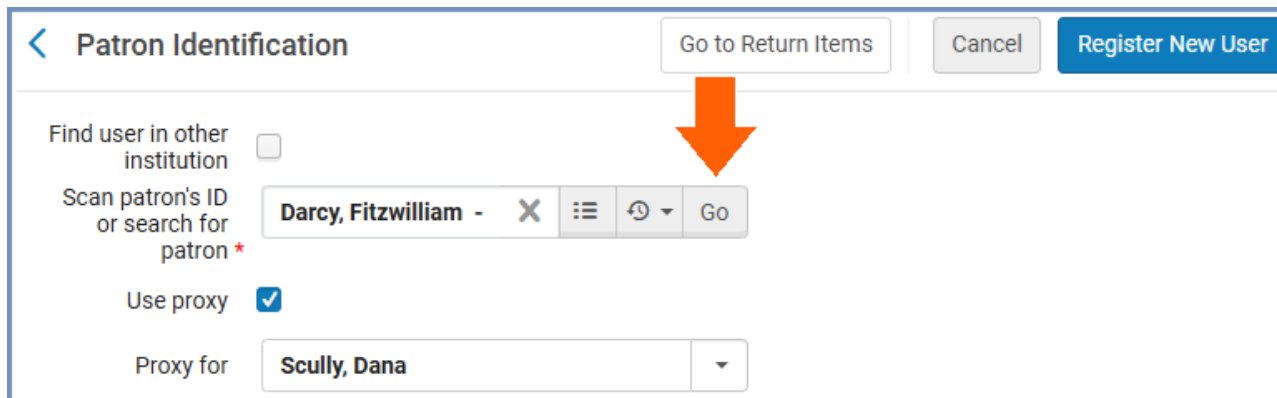
Use proxy ☒

3. Click in the **Scan patron's ID or search for patron** field to put the cursor back in that field and then scan the proxy's card. This will bring up a drop-down menu labeled **Proxy for**. You can click the down arrow on the menu to see all of the patrons who this patron is a proxy for.



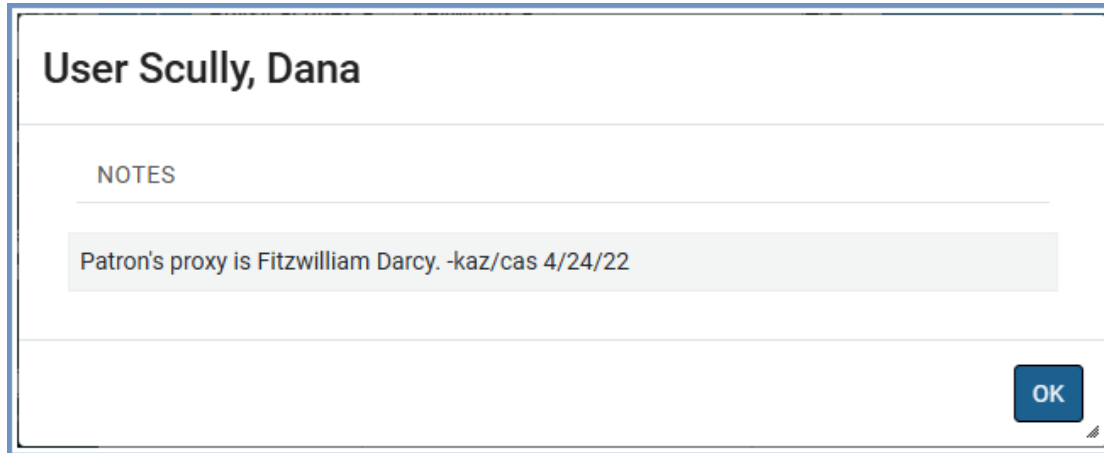
The screenshot shows the 'Patron Identification' form. At the top, there are three buttons: 'Go to Return Items', 'Cancel', and 'Register New User'. Below these, there are three sections: 'Find user in other institution' with an unchecked checkbox, 'Scan patron's ID or search for patron' with a text input containing 'Darcy, Fitzwilliam' and a 'Go' button, and 'Use proxy' with a checked checkbox. Below 'Use proxy' is a 'Proxy for' dropdown menu. The dropdown is open, showing a search bar with 'Look-up or select' and a list of two names: 'Targaryen, Daenerys' and 'Scully, Dana'. A large orange arrow points to the dropdown menu.

4. Once you have selected the correct sponsor, click the **Go** button.



The screenshot shows the 'Patron Identification' form. At the top, there are three buttons: 'Go to Return Items', 'Cancel', and 'Register New User'. Below these, there are three sections: 'Find user in other institution' with an unchecked checkbox, 'Scan patron's ID or search for patron' with a text input containing 'Darcy, Fitzwilliam' and a 'Go' button, and 'Use proxy' with a checked checkbox. Below 'Use proxy' is a 'Proxy for' dropdown menu. The dropdown is closed, and the text 'Scully, Dana' is visible in the input field. A large orange arrow points to the 'Go' button.

5. There should be a pop-up note indicating the proxy relationship. Click **OK**.



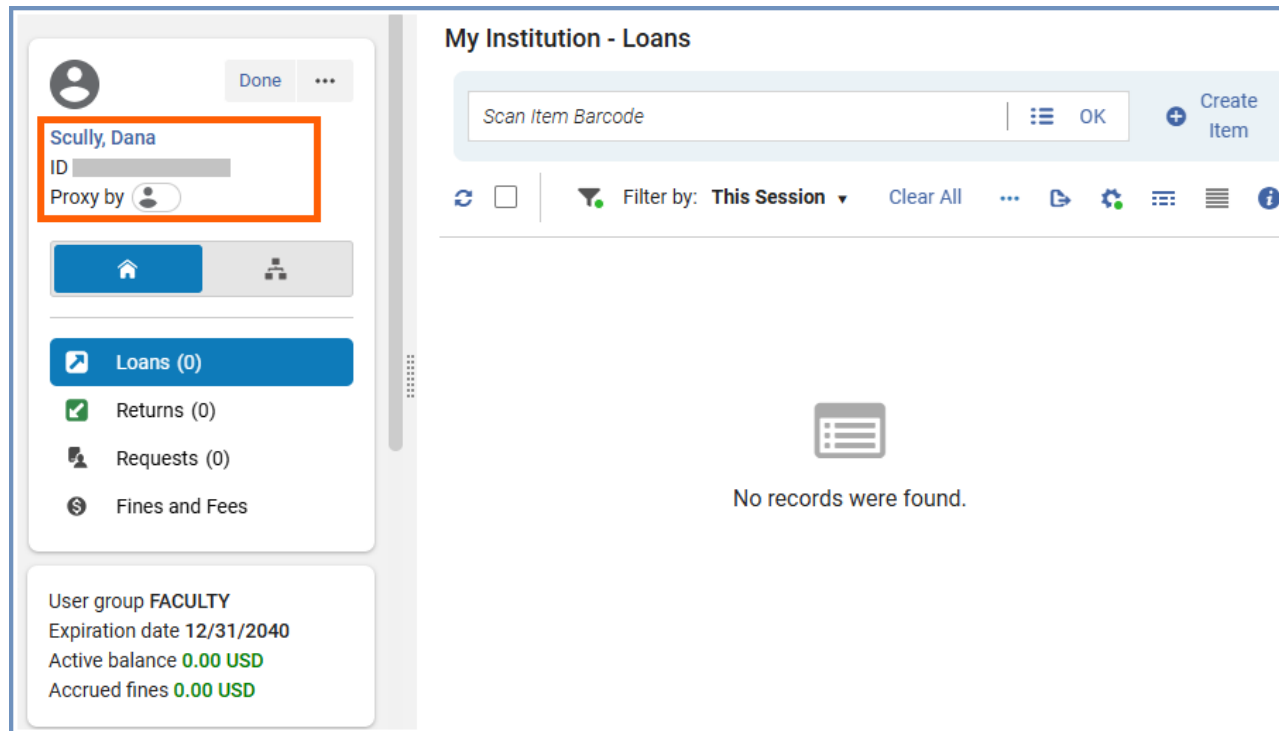
User Scully, Dana

NOTES

Patron's proxy is Fitzwilliam Darcy. -kaz/cas 4/24/22

OK

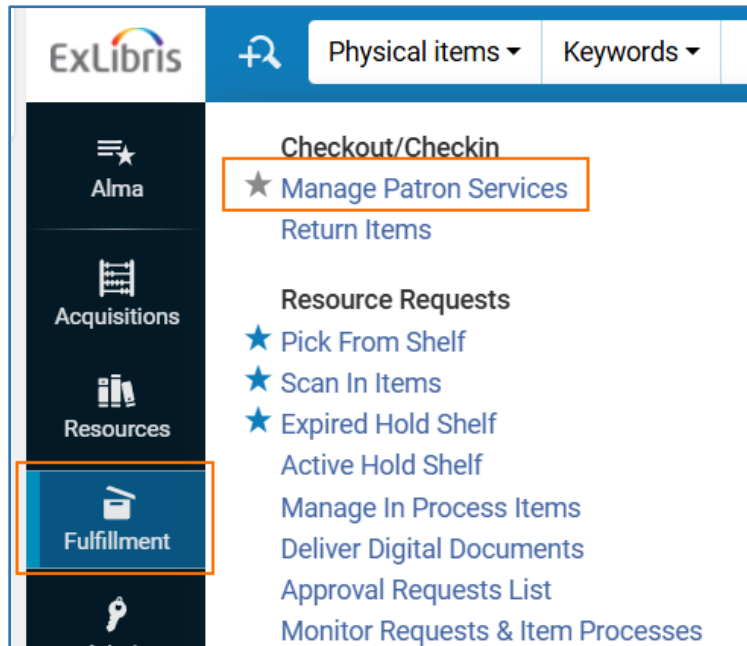
6. This will bring you to the **Loans** tab on the sponsor's page. Note that it says **Proxy by** below the sponsor's name and ID. If you click on the icon of a person to the right of those words, it will show the proxy's email address.



7. Scan the item barcodes into the **Scan item barcode** field to check them out on the sponsor's account.
8. Click the **Done** button when you are finished. The sponsor will then receive a notification email that the items have been checked out to their account by their proxy.

Renewing items

1. Go to the **Fulfillment** menu and select **Manage Patron Services**.



2. Scan the patron's i-card or courtesy card in the **Scan patron's ID or search for patron** field.


Patron Identification

Find user in other institution ☐

Scan patron's ID or search for patron *

Use proxy ☐


3. Patron records open to the **Loans** tab by default.





Done


...


Drew, Nancy
ID 20112000055938@alma






 **Loans (1)**


 Returns (0)


 Requests (0)


 Fines and Fees

User group EXTRAMURALGR
Expiration date 12/31/2040
Active balance 0.00 USD
Accrued fines 0.00 USD

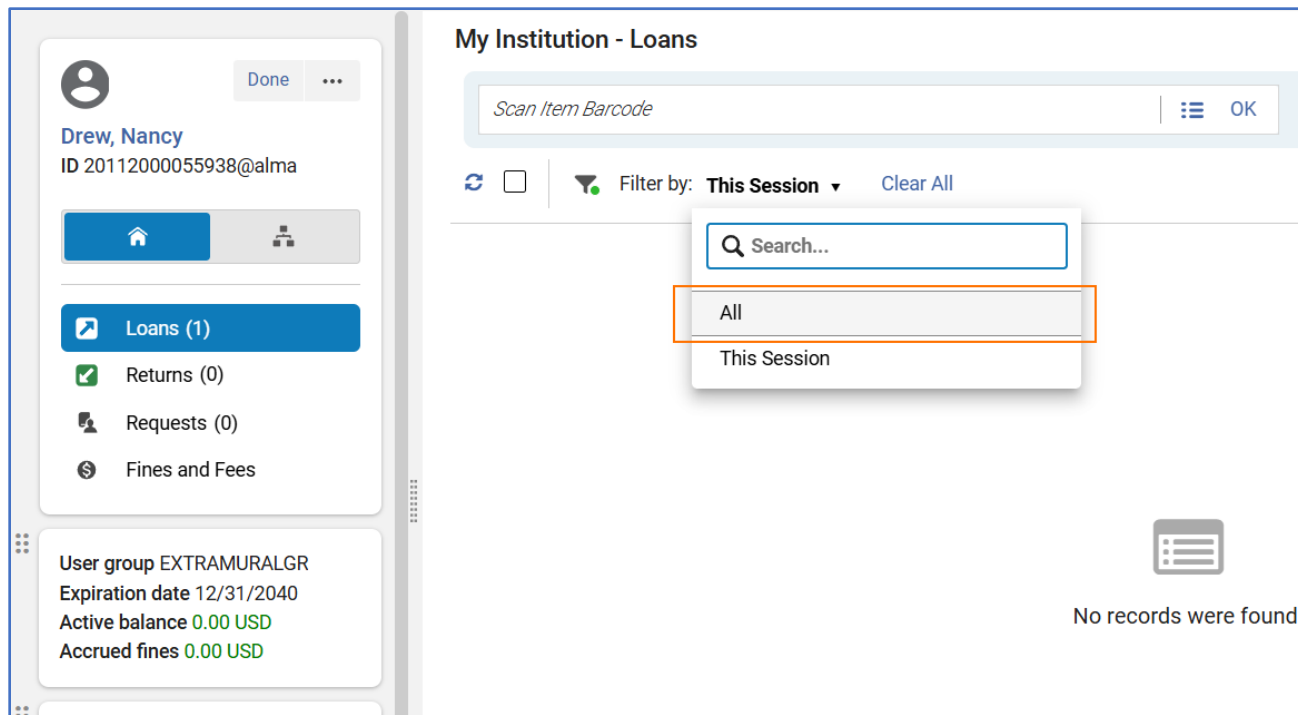
My Institution - Loans

 ☐

 Filter by: **This Session**



No records were found.




5. Use the **Row Action (...)** button next to the desired item and choose the **Renew** option. Alternatively, the checkboxes next to each item can be checked and the **Renew Selected** option can be used. Lastly, you can use **Renew all** to renew all items on the current page.


My Institution - Loans (1 - 1 of 1)

OK
+ Create

Sort by: **Loan Status**
Filter by: **All**
Change Due Date

1	<input type="checkbox"/>	 Beard on bread / by James Beard ; drawings by Karl Stuecklen ; with and introduction by Chuck Williams for the 1995 edition. By Beard, James, Barcode 30112078539753 Loan date 07/24/2025 Due date 07/25/2025 18:00:00 CDT Normal	Owning library Main Stacks Item Location Stacks Loaned at desk Main Stacks - Main Stacks Call number 641.815 B38b Year 1995.	<div> Renew ... </div>
---	--------------------------	----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------	------------------------------------------------------------------------------------------------------------------------------------------	--------------------------------------------------

6. Alma will let you know if the item was successfully renewed. If you receive a message that the item has not been renewed, there are several possible reasons for this. For example, the patron may have reached their renewal limit for that item, or their account may have expired. Please contact [Central Access Services](#) if you need help interpreting why an item couldn't be renewed.

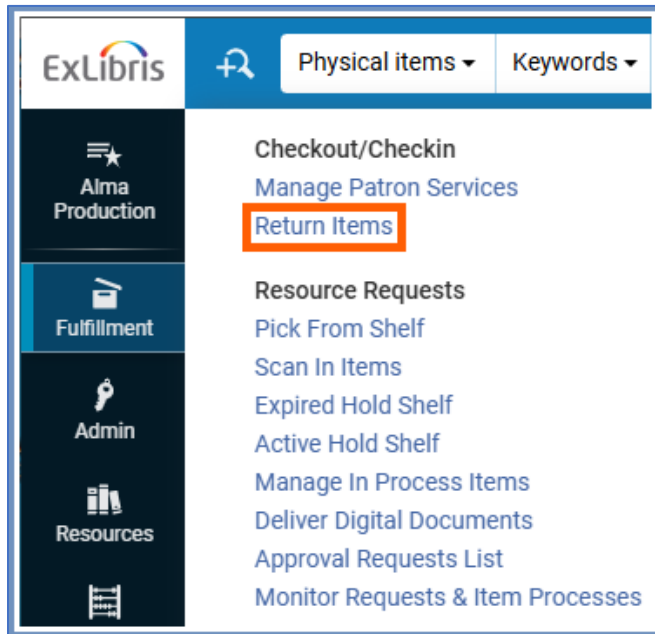


Loan was successfully renewed

×
>

Returning items

1. Open the **Fulfillment** menu and select **Return Items**.



2. Scan each returned item in the **Scan item barcode** field.

Manage Return Items (1 - 1 of 1)

Clear List

Go to Patron Services

Done


Scan Item Barcode

OK

Override return date and time

Choose a date

1



Rest : why you get more done when you work less / Alex Soojung-Kim Pang.

Barcode 30112118120317

By Pang, Alex Soojung-Kim,

Loan date 11/06/2024


Due date 02/26/2025 22:00:00 CST

Return date 11/06/2024 16:23:45 CST

Next step Reshelve to Stacks

Owning library Main Stacks

Call number QP301 .P336 2016

Patron 

Manage patron services

Work Order

...

3. A condition note may pop up to indicate damage to the item that was noted before it was checked out. If it does, click **Return** to continue.

d time

Choose a date

Return Item

Please note the following:

- Fulfillment Notes: 1-14-19sb Pencil markings

Are you sure you want to return the item?

Cancel

Return

4. For each returned item, Alma will automatically credit the return to the correct corresponding patron record and email the patron a return receipt.

Return Receipt Letter

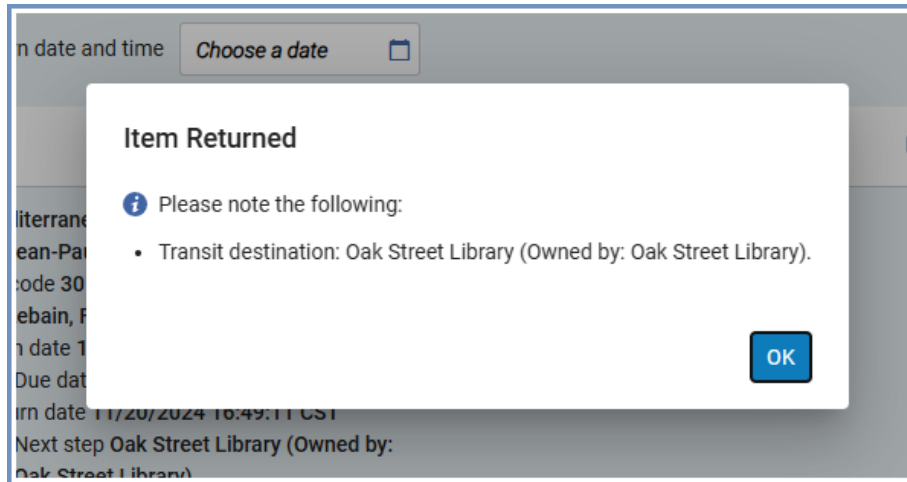
Hello Fozzie Bear,

The following item(s) have been returned to the library and removed from your account:

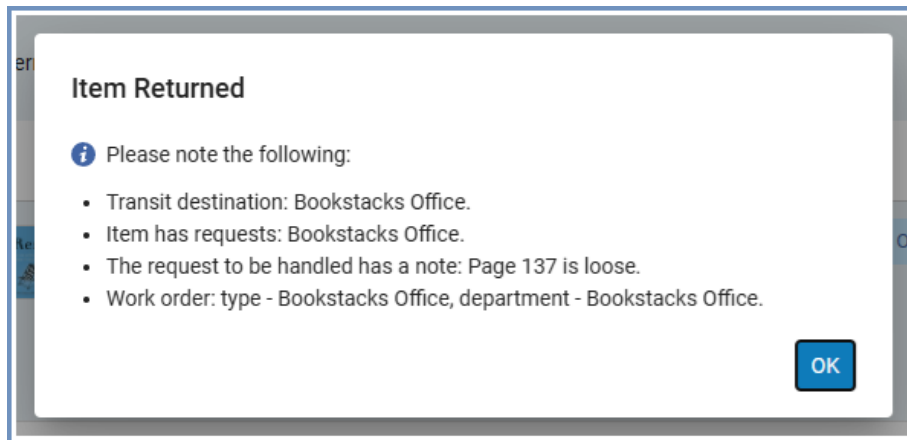
Main Stacks						
Title	Call Number	Enumeration	Barcode	Due date	Return date	Library
Rest : why you get more done when you work less / Alex Soojung-Kim Pang.	QP301 .P336 2016		30112118120317	02/26/2025 22:00:00 CST	11/06/2024 16:23:45 CST	Main Stacks

If you have questions or need assistance contact the Library Telephone Center at 217-333-8400,
1-866-262-1510 (toll free), or circlib@library.illinois.edu.












5. If the returned item belongs to another library, Alma will show a pop-up indicating this and will prompt you to print a transit slip to put in the item.



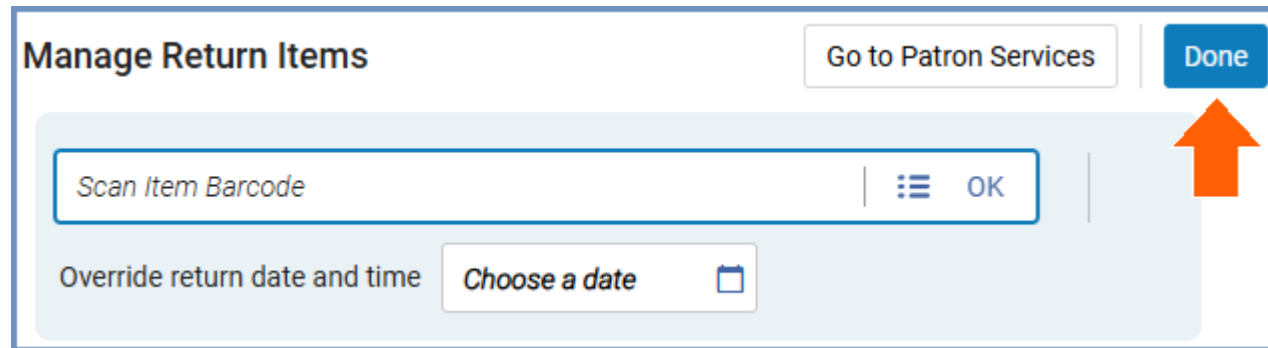
6. If the returned item fulfills a hold or has a Work Order on it, Alma will show a pop-up indicating this and will prompt you to print a slip to put in the item.



7. The list of returns includes details about the next step for each item.

1	 Supercraft : easy projects for every weekend / Sophie Pester and Catharina Bruns. [Fotogr. Anne Deppe]. Barcode 30112096535619 By Pester, Sophie, Loan date 11/25/2024 Due date 03/17/2025 22:00:00 CDT Return date 11/25/2024 14:01:20 CST ➡ ⌚ Next step Bookstacks Office	Owning library Main Stacks Call number TT145 .P47 2016 Patron   Requests (1)  Manage patron services	Work Order ...
2	 Power and persuasion in late antiquity : towards a Christian empire / Peter Brown. Barcode 30112023898163 By Brown, Peter, Loan date 11/25/2024 Due date 12/23/2024 17:00:00 CST Return date 11/25/2024 14:00:52 CST ➡ ⌚ Next step Literatures and Languages Library	Owning library Literatures and Languages Library Call number DG311 .B76 1992 Patron   Requests (1)  Manage patron services	Work Order ...
3	 Overcomplicated : technology at the limits of comprehension / Samuel Arbesman. Barcode 30112120878423 By Arbesman, Samuel, Loan date 11/25/2024 Due date 12/23/2024 17:00:00 CST Return date 11/25/2024 14:00:43 CST ➡ ⌚ Next step Reshelve to Stacks	Owning library Main Stacks Call number T14.5 .A69 2016 Patron   Manage patron services	Work Order ...

8. To return to the main Alma dashboard when you're finished checking in items, click the **Done** button in the upper right corner.



The screenshot shows the 'Manage Return Items' interface. At the top, there's a title bar with 'Manage Return Items' on the left and 'Go to Patron Services' on the right. In the top right corner, there is a blue 'Done' button, which is pointed to by a red arrow. Below the title bar is a light blue section containing a search bar with the placeholder text 'Scan Item Barcode' and an 'OK' button. At the bottom of this section, there is a label 'Override return date and time' followed by a 'Choose a date' button and a calendar icon.

Placing Requests

Patrons may request assistance requesting items from our campus or from an I-Share location. We can help with this using different search parameters in Alma depending on the situation.

Requesting Local Items on a Patron's Behalf

Requests in Alma can be Title-level or Item-level requests.

If any copy could fill the request, then it can be a **Title-level request**. To place a Title-level request, use the search parameter **Physical titles** when searching for the item.

If one specific copy would be best, then the request should be an **Item-level request**. To place an Item-level request, use the search parameter **Physical items** when searching for the item.

1. Use the persistent search box at the top of the screen to find what the patron is looking for. For your search parameter, use either **Physical titles** if any copy of an item could fill the request, or **Physical items** if one specific copy would be best.



2. If desired, expand the Facets sidebar on the left side and use the facets to narrow down your search.

LS

< Physical Titles (1 - 20 of 30) | shadow doubt hitchcock

Create and Filter Set

Sort by: Title Secondary sort by: Rank Expand: Select a value

1 ☐ After **Hitchcock** : influence, imitation, and intertextuality / edited by David Boyd and R. Barton Palmer.

Book {Book - Physical} text; unmediated; volume
By Boyd, David, (Austin, Tex. : University of Texas Press, 2006.)
Subject **Hitchcock**, Alfred,--1899-1980--Criticism and interpretation. ; **Hitchcock**, Alfred,--1899-1980--Critique et interprétation. ; **Hitchcock**, Alfred,--1899-1980--Influence. and others
Modification Date 10/25/2024 14:30:49 CDT
Edition 1st ed.

Language English
Creation Date 06/03/2020 15:44:22 CDT
ISBN 9780292713376 and others
Record Number (OCoLC)63116922 and others
MMS ID 99531273912205899
Bibliographic Rank 109

Holdings (1)
Items (1 of 1 available)

2 ☐ Alfred **Hitchcock's** **Shadow** of a **doubt** / Skirball Productions presents ; screenplay, Thornton Wilder, Sally Benson, Alma Reville from an original story by Gordon McDonnell ; produced by Jack H. Skirball ; directed by Alfred **Hitchcock**.

Visual material {Projected medium - Physical} two-dimensional moving image; video; videodisc
By Wright, Teresa, (Universal City, CA : Universal Studios Home Entertainment, ©2013.)
Subject Families--California--Santa Rosa--Drama. ; City and town life--California--Santa Rosa--Drama. ; Serial murderers--Drama. and others
Series Alfred **Hitchcock** masterpiece.

Language English
Creation Date 06/04/2020 10:54:00 CDT
Record Number (OCoLC)858054875 and others
MMS ID 99531273912205899

1 of 2

3. Any facets you select will appear in the **Active Facets** section at the top of the Facets sidebar. To remove a facet, click the **X** to the right of that facet.

Library scope: All

2 of 2 |

Active Facets

Language: English

Material Type:

Visual material

Clear all Save

Find specific facet

Material Type

☒ Visual material (2)

Resource Type

☐ Projected mediu... (2)

Language

☒ English (2)

☐ French (2)

☐ Spanish (2)

Publication Year

<<

s Shado

Sally Bel

k H. Ski

jected m

image; v

Universal

tainment

alifornia--

alifornia--

rama. and

ock masl

1/24/202

Blu-ray].

sical (1)

ot / a Un

Sally Bel

jected m

image; v

l, (Univer:

ordon--Fi

Fugitive:

- When you find the correct entry, check to make sure there is a requestable copy available, since it is possible to place a request in Alma even if there are no copies for that title that are both requestable *and* currently available.

- a. Click the **Items** link on the right side of the entry.

1 ☐ **Carl Sandburg / by Harry Golden.**

Book {Book - Physical}
By **Golden, Harry**, (Cleveland : World Pub. Co., [c1961])
Subject **Sandburg, Carl**,--1878-1967.
Modification Date 10/23/2023 10:14:56 CDT
Edition 1st ed.

Language English
Creation Date 06/04/2020 09:29:30 CDT
Record Number (OCoLC)ocm00286029
and others
MMS ID 9936122312205899
Bibliographic Rank 65

View Record Add Holdings ...

Holdings (13) ▾
Items (12 of 13 available) ▾
Requests (1)

▼

P ● Physical (13)

- b. Check the Status and Location columns for the items to see if they're available to be requested.
- If the Status says **Item not in place** (which is usually because it's requested, on hold, checked out, or in transit), that item is not requestable.
 - If the Location says "Withdrawn", or if it includes "Non-circulating", that item is not requestable.
 - If the Location says "BTAA Shared Print Repository", that item is not requestable. However, the patron can contact [Oak Street Library](#) to ask about viewing the item.
 - If the Location includes "Reserves" or "Pop-Up Collection", that item is not requestable. However, if the Status is "Item in place", the patron can go to the location where the item is and check it out from there.

5. If there is at least one available and requestable local copy, return to the results screen for your Physical Titles search. Once there, click **Request** in the upper right corner of the entry. If there isn't a **Request** button visible, click the **More actions** button (with three dots) in the upper right corner of the entry and select **Request** from the drop-down menu.



The screenshot shows a library catalog entry for the film "Shadow of a Doubt". The entry includes the title, director (Alfred Hitchcock), and various metadata fields. A dropdown menu is open, showing options for "Request", "Resource Sharing Request", "Add To Reading List", "Linked Data", and "Display In Discovery". An orange arrow points to the "Request" option in the dropdown menu. Another orange arrow points to the "More actions" button (three dots) in the top right corner of the entry.

2 ☐ **Shadow of a Doubt** / a Universal picture ; Skirball Productions presents ; screenplay, Thornton Wilder, Sally Benson, Alma Reville ; produced by Jack H. Skirball ; directed by Alfred Hitchcock.

Visual material {Projected medium - Physical} two-dimensional moving image; video; videodisc
By Hitchcock, Alfred, (Universal City, Calif. : Universal Studios, ©2000.)
Subject McDonnell, Gordon--Film adaptations. ; Murderers--Drama. ; Fugitives from justice--Drama. and others
Series Alfred Hitchcock collection.
Modification Date 11/25/2024 06:14:19 CST

Language English
Creation Date 06/04/2020 12:13:31
CDT
ISBN 0783254695 and others
Record Number (OCoLC)46397722 and others
MMS ID 99436426612205899
Bibliographic Rank 128

[View Record](#) [Add Holdings](#) ...

Request
Resource Sharing Request
Add To Reading List
Linked Data
Display In Discovery

 Physical (2)

6. The **Create Request** screen will appear. The **Request Type** option should be **Patron physical item request**.

LS

< F

Create Request

Cancel

Submit

Shadow of a Doubt / a Universal picture ; Skirball Prod...

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

Create Request

Request Type * Patron physical item request

Requester *

Q Look-up or select

Note

Pickup Institution * My Institution: University of Il

Pickup At *

Override On Shelf Request Policy

Additional Request Attributes

Material Type

Date Needed By

Loan Period

Manual Priority

7. Scan the patron's ID in the **Requester** field.

Create Request

Cancel

Submit

Shadow of a Doubt / a Universal picture ; Skirball Prod...

Institution

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

Create Request

Request Type *

Patron physical item request

Requester *

2011200020433

X

Note

Pickup Institution *

My Institution: University of I

Pickup At *

Override On Shelf Request Policy

No items available for the request due to policy.

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

<

Create Request

Cancel

Submit

Shadow of a Doubt / a Universal picture ; Skirball Pro...

▼

Institution

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

Create Request

▼

Request Type *

Patron physical item request

▼

Requester *

Bear, Fozzie

X

⋮

↺

▼

Note

Pickup Institution *

My Institution: University of I

▼

Pickup At *

▼


Override On Shelf Request Policy

9. 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.





Introducing library science.

Institution University of Illinois at Urbana-Champaign (UIU) ...

Create Request

Request Type * Patron physical item request 

☒ Cataloged items ☐ Another issue

Requester * Ruxpin, Teddy    

Year 

Volume 

Description *  Look-up or select 

Note 1963/1964-1970/1971

1974/1975

**Pickup
Institution *** 1975/1976

Pickup At * 1977/1978

1979/1980-1983/1985 (Incompl.)

1989-1990

10. Ask the patron where they would like to pick up the item, then select that option from the **Pickup At** drop-down menu. 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.

Create Request

CancelSubmit

Shadow of a Doubt / a Universal picture ; Skirball Pro...

▼

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

Create Request

▼

Request Type *

Patron physical item request

▼

Requester *

Bear, Fozzie

X

⋮

↺

Note

Pickup Institution *

My Institution: University of I

▼

Pickup At *

Q

Look-up or select

▼

No Campus

▼

Law Library

Literatures and Languages Library

Main Stacks

Map Library

Additional Request

Material Type

Date Needed By

11. 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. This section should be left as is for most requests.
12. Click the **Submit** button near the upper right corner to finish the request.

< Create Request

Cancel Submit

Shadow of a Doubt / a Universal picture ; Skirball Produc...

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

Create Request

Request Type * Patron physical item request

Requester * Bear, Fozzie

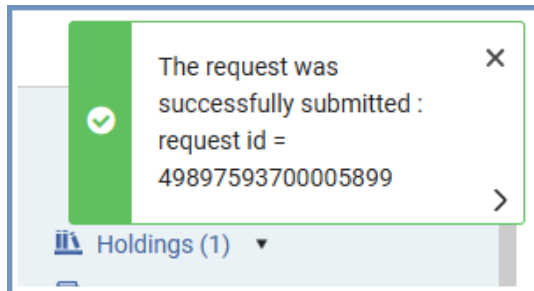
Note

Pickup Institution * My Institution: University of Illi

Pickup At * No Campus: Main Stacks

Override On Shelf Request Policy

13. The system should provide confirmation that the request has been placed.



Requesting I-Share Items on a Patron's Behalf

1. You can use the persistent search bar at the top of the page to find the item that the patron needs. Before searching, make sure you have selected **Network** from the icon drop down menu left of the search button.



2. You can use the facets in the left sidebar to narrow down your search.

The screenshot displays a library catalog interface. On the left, a sidebar contains three facet categories: Material Type, Resource Type, and Language. Each category has a list of options with checkboxes and counts. An orange arrow points from the 'Book (116)' option under Material Type to the first search result. The main area on the right shows a list of titles under the heading 'All Titles in Network (1 - 20 of 163)'. The first result is 'Plain & fancy cats : a collection / edited by Beecroft, John. (New York : Rinehart & Co., 1963)'. The second result is 'The Book of home pets : showing how to keep guinea-pigs, dogs, cats, squirrels, ferrets, etc. etc. : with a chapter on the aquarium, etc. etc. : with a chapter on the care of birds, etc. etc. principally by Harrison Weir, and eleven other authors. By Beeton, Samuel Orchart, (London : S.O. 1892)'. The interface includes a search bar at the top left, a sort dropdown menu, and a 'Held By' section.

Material Type

- ☐ Book (116)
- ☐ Journal (4)
- ☐ Mixed material (1)
- + More (2)

Resource Type

- ☐ Audio musical - ... (1)
- ☐ Audio musical - ... (2)
- ☐ Book - Electron... (39)
- + More (9)

Language

- ☐ English (162)
- ☐ French (1)
- ☐ Multiple langua... (1)
- + More (1)

< All Titles in Network (1 - 20 of 163)

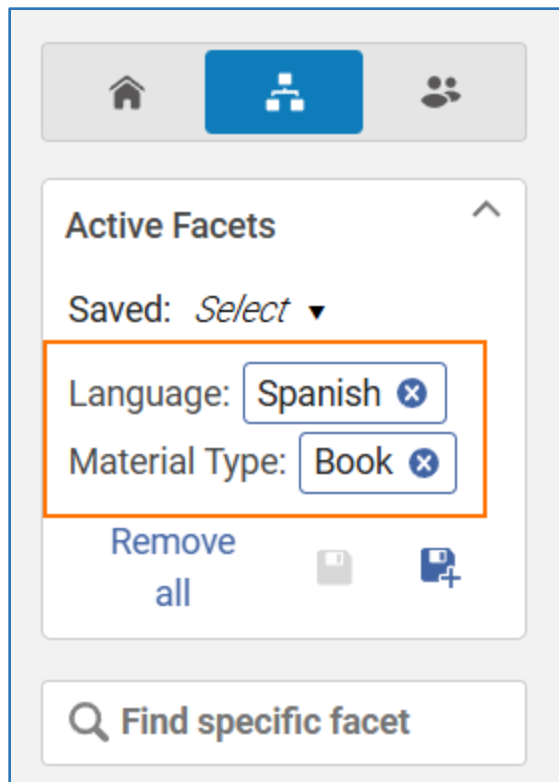
Sort by: Rank Secondary so

1 ☐ Plain & fancy cats : a collection / edited by Beecroft, John. (New York : Rinehart & Co., 1963)
Book {Book - Physical}
By Beecroft, John. (New York : Rinehart & Co., 1963)
Subject Cats--Fiction. ; Cats--Folklore. ; She and others

Held By (3)

2 ☐ The Book of home pets : showing how to keep guinea-pigs, dogs, cats, squirrels, ferrets, etc. etc. : with a chapter on the aquarium, etc. etc. : with a chapter on the care of birds, etc. etc. principally by Harrison Weir, and eleven other authors. By Beeton, Samuel Orchart, (London : S.O. 1892)
Book {Book - Physical}
By Beeton, Samuel Orchart, (London : S.O. 1892)
Subject Pets. ; Domestic animals. ; Ferns.

3. The 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. After you find the correct item record, click the **Resource Sharing Request** button in the upper right corner.

1 ☐ **Plain & fancy cats : a collection / edited by John Beecroft.**

[Edit Record](#) [View Record](#) [...](#)

Book (Book - Physical)
 By Beecroft, John. (New York : Rinehart & Co. c1958.)
 Subject **Cats**—Fiction. ; **Cats**—Folklore. ; Short stories, American.
 and others

Language English
 Creation Date 05/29/2020 22:24:39 CDT
 Record Number 2419625-01carli_network and
 others
 MMS ID 991012487419705816
 Bibliographic Rank 86

Held By (3)

Resource Sharing Request
 Push to MDE
 Add Reminder
 Linked Data

5. Next, click the **Requester** field to put your cursor in it. Scan the patron's ID in the **Requester** field.

Request Attributes

Title **Plain & fancy cats : a collection / edited by John Beecroft.** Specific Edition Only ☒

Requester *

Labels **Drew, Nancy - EXTRAMURALGR - 20112000055938@alma**

6. Then hit the **Enter** key. Once the patron's name appears in the **Requester** field, you can continue.

Request Attributes

Title

Plain & fancy cats : a collection / edited by John Beecroft.

Specific Edition Only ☒

Requester *

Labels

Drew, Nancy - EXTRAMURALGR - 20112000055938@alma

- Ask the patron where they would like to pick up the item and select that option from the **Preferred Local Pickup** Location drop-down menu. If the patron wants it sent to a different institution, select it from the **Preferred Pickup Institution** menu and then select the location from the **Preferred Pickup Location** drop down menu.

Preferred Pickup Institution

University of Illinois at Urbana-Champaign (U)

Preferred Local Pickup Location *

No Campus: Main Stacks

i

- Click the **Save** button near the upper right corner to finish the request.

<

Resource Sharing Borrowing Request

Save and Edit

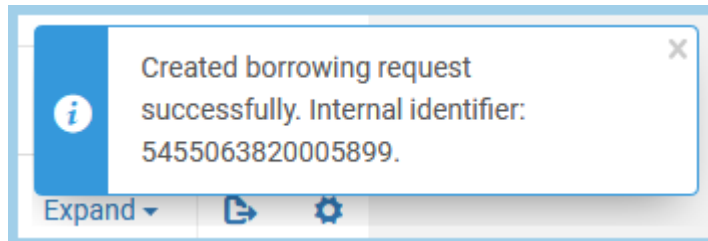
Cancel

Save

General Information

Parameters

9. The system should provide you confirmation that the request has been placed. Patrons can monitor their requests in Primo.



Library Terms in Frequent Use at the University Library

A well-known part of working in a library is getting used to the many acronyms and other jargon in use. You can find a few different resources here for getting used to the different terms that you might see.

Alma

Alma is the staff-facing platform that we use to manage library resources and patron accounts.

CARLI

The Consortium of Academic and Research Libraries in Illinois. The consortium comprises over 145 academic and research libraries in the state, and it came into existence on July 1, 2005. All I-Share institutions are a part of CARLI, but not all CARLI institutions are a part of I-Share. A list of the CARLI libraries is available here:

[CARLI Participating Libraries](#)

Hold

If an item is on hold, it has been reserved for a patron to pick-up until a certain date (either by the patron or by Library staff). Most items will be held in the Library chosen for pick up for two weeks.

I-Share

The I-Share integrated library system serves as the online public catalog for all I-Share member libraries. I-Share provides participating libraries with an online catalog of their own collection as well as a merged, union catalog of the holdings of all I-Share libraries and supports resource sharing among participating libraries. A list and map of I-Share libraries are available here:

[I-Share Members List](#)

[I-Share Members Map](#)

InterLibrary Loan (ILL)

If an item is not available here on campus or through I-Share, patrons can request them through InterLibrary Loan. ILL locates items all over the world to fill our patrons' requests. You can read more about InterLibrary Loan services here:

[InterLibrary Loan & Document Delivery](#)

Loan

Loaning an item in Alma checks it out to a patron's account.

OPAC

Stands for Online Public Access Catalog. This is a term for the catalog that patrons use to discover resources that a library offers. Primo VE is the platform for the University Library's OPAC as well as I-Share's OPAC.

Pick Slip/Pick List

Pick Slips are generated in Alma when an item is requested. It contains information about the request that can be used to locate the item on the shelf. A Pick List gives this information, as well, but in the form of a spreadsheet.

Primo

Primo is the patron-facing part of our library management system.

Return

Returning an item takes it off of a patron's account. Completing this process will either indicate that the item can be reshelfed at your Library or transited to its lending library for reshelfing.

UIU

This is our three-digit I-Share code for the University of Illinois at Urbana-Champaign Library. It is used to refer to all unit libraries at the University of Illinois. You can find a map with all unit libraries marked here:

[Libraries & Hours](#)

Work Order

A Work Order is the Alma term for an internal library request often used to route physical materials for internal processing. Libraries may use Work Orders for many different purposes.

Helpful Links

These links give you helpful resources for further training, Fulfillment questions, and other library services.

Resource	Link
Alma	https://go.library.illinois.edu/alma
Primo	https://i-share-uiu.primo.exlibrisgroup.com/discovery/search?vid=01CARLI_UIU:CARLI_UIU&lang=en
University Library Alma Training Resources	https://www.library.illinois.edu/staff/alma/
CARLI Alma Training Resources	https://www.carli.illinois.edu/products-services/i-share/alma/fulfillment/how-to_fulfillment
Ex Libris Alma Fulfillment Essentials	https://knowledge.exlibrisgroup.com/Alma/Training/AlmaEssentials/Alma_Essentials_-_English
Borrowing Services Overview	https://www.library.illinois.edu/borrowing/
Circulation Help	https://www.library.illinois.edu/staff/cas/
Confidentiality Policy	http://www.library.illinois.edu/circ/policies/Confidential.html
Courtesy Cards	http://www.library.illinois.edu/circ/services/courtesycards.html
Proxy Authorization Information	https://www.library.illinois.edu/borrowing/proxy/
Standard Loan Periods Chart	https://www.library.illinois.edu/staff/cas/standard-loan-periods/
Main Stacks Information	http://www.library.illinois.edu/circ/policies/Stacks.html

If you need Fulfillment help, contact Central Access Services!

Monday-Friday 8:30am-5pm: 217-333-8400

Weekend and Evenings: 217-244-0732

circlib@library.illinois.edu