

Processing Campus Mail Reports

1. Open the excel file attached to the Campus Mail Report email you receive.
2. If the attached file looks like the following image, this means there are currently no campus mail items from your department which have been left In Transit, and no further action needs to be taken:

Clipboard	Font	Alignment	Number	Styles	Cells	Editing	Ideas	Sensitivity
A1								
	A	B	C	D	E			
1	No Results							
2	The specified criteria didn't result in any data. This is often caused by applying filters and/or selections that are too restrictive or that contain incorrect values. Please check your Analysis Filters and try again. The filters							
3	((\"Request Details\".\"Pickup Location\" = 'Campus Mail') AND (\"Request Status\".\"Request Status\" = 'Active') AND (\"Request Details\".\"Current Process\" IN ('PlaceOnHoldShelf', 'TransitItem'))							
4	and Owning Library Code is equal to / is in MAINSTACKS							
5	and Request Date Filter is equal to / is in Last 7 Days							
6								
7								

3. However, if the attached file includes item information, each row on the spreadsheet reflects an item requested through campus mail which had a status of “In Transit” at the time the report was run.

A	B	C	D	E	F	G	H
MainStacks_CampusMailReport							
Pickup Location	Owning Library Code	Barcode	Modification Date	Request Date	Current Process		
Campus Mail	MAINSTACKS	30112042846219	12/15/2021	12/14/2021	TransitItem		


To process these items, perform the following steps:

4. Check to see if the item has already been checked out to the patron.
NOTE: Analytics reports typically take a day to update with current information in Alma, so the item may already be on loan to the requesting patron. If it is on loan, no further action needs to be taken.
5. Verify that the item has not been returned by performing a shelf check and checking any to-be-shelved or recent returns locations for the item.
If the item is located and you have the item in hand, cancel the request, then send the item to be reshelved.

Resource Request Monitoring (1 - 1 of 1) Cancel

🔗 ⚙️

Activity Status : Active ▾ Include Pending Resource Sharing Requests : Yes ▾ [Clear all](#)

1	 <p>A history of book illustration; the illuminated manuscript and the printed book.</p> <p>Request Type: Patron physical item request ID: 20094465340005899 Creator: System [A] Requester: COLEMAN, NICOLETTE [A] Pickup Location: Campus Mail Barcode: 30112042846219</p>	<p>Place in Queue: 0 Call Number: 741.64 B61H1969 Request Date: 12/14/2021 Material Type: Book</p>	<p>Workflow Step: Transit Item Process Status: In Process Managed By Library: Main Stacks Managed By Desk: Main Stacks Process Date: 12/15/2021 Expiration Date: 01/14/2022</p>	Cancel Print Slip ⋮
---	--	---	--	--

6. If the item is not on loan, you are unable to find it in recent returns or on the shelf, and it is still "In Transit," check it out to the patron's account.
7. If you have questions about these steps or encounter other issues with the items on the report, please contact Central Circulation at circlib@library.illinois.edu.