ALEPH Borrowing Housekeeping

Borrowing Category	When	Look at	What to do
New-New	daily		Do a Locate and Send or Add supplier and Send
New-New Staff Review	daily	Notes from patron. Duplicate request. If an article click on Copyright	After looking at the note do a Locate or Add Supplier to request item or Cancel request. Duplicate request look at Request Log, do Locate or Add Supplier to request item or Cancel request. If at Copyright limit decide if you will request or cancel.
New- Locally Owned	daily	Check shelves- item may be missing	If the item is not on shelves and you will request for the patron Locate request or Add Supplier If the item is not on shelves and you will not request for the patron Cancel request
Waiting for Process- Waiting for Process	daily		Send request
Waiting for Process- Locate Failed	daily	Does request have an ISBN or ISSN?	Add ISBN or ISSN and Locate or Search for title and Add Supplier
Waiting for Process- Daemon Send Failed	daily	Check mailing list for message about server status	After notified server is available, change status to Waiting for Process and allow ue19 to send or click on Send
Pending- Will be supplied	weekly	Filter by Last Activity date	Monitor requests. If request remains in Will supply too long send Message to lending library asking about status
Pending-Sent to Supplier	weekly	Filter by Last Activity date	Monitor requests. If request remains in Sent to supplier too long send Message asking about status
Pending-Waiting Patron Response			Not used
Pending- Hold Placed			Not used
Shipped	daily	Filter by Last Activity date	Do a Receive when item arrives. Monitor requests. If request has a shipped status but the item is not delivered within normal time Message lending library about request.
Unfilled	weekly	Filter by Last Activity date	May want to notify patron that this item will not be received
Replies Staff Review- Conditional Reply	daily		Lending library sent a conditional message about use. Respond with Conditional Yes and the lending library can process the request. Respond with Conditional No and the request will go to new lending library or get an Answer Unfilled
Replies Staff Review- Retry Estimate Reply Location			Not used

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Received- Loaned to Library		Filter by Last Activity date	Item can be loaned to patron Can run borrowing service ILL76 to get a list of items not loaned to patron
Received- Loaned to Patron			
Received-Damaged			Watch for Message from Lending library
Returned-Returned by Patron	daily		Do Return to lending library
Returned-Returned by Library	weekly	Filter by Last activity date	Monitor requests if item is not Closed by lending library in normal delivery time send Message asking if the item is at lending library
Renewed-Renewal Rejected			Patron will see status of Request on "Your borrowing record"
Renewed-Renewal Accepted			Patron will see status of Request on "Your borrowing record"
Renewed-Waiting for Renewal Reply	weekly		Monitor requests if a renewal response has not been received send Message to lending library asking about renewal
Recall-Recalled	daily		Do not do Recall Answer. Contact patron about request. If loaned to patron change due date in circ to recall date. When item is back do Return
Overdue	weekly		Contact patron about request; may setup circulation overdue notices
Lost			Before declaring Lost -Message lending library about cost; once cost and payment is sent then declare Lost. Lending library Check-in will Close. Message lending library if Check-in is not done
Cancel- Waiting for Cancel Reply		Filter by Last Activity date	Message lending library if request does not receive cancelled response within one day
Cancel-Cancelled			No further updating
Closed			No further updating
Expired			Lending library did not respond in time allowed. If your patron still wants this item you must create a New request to send to the same supplier
Messages-Cancel Reply			When Cancel Reply True can Dismiss message
Messages- General Messages	daily		Respond to Messages as soon as possible
Message- Status Query			Software sends a response. No response is necessary. May want to review why a status query was sent. Can Dismiss status query.
Message-Status or Error Report			Response back to a Status query you sent. You may need to Message about request or have Status Change on request. After handling can Dismiss. Duplicate request message watch request status if updates normally Dismiss.