TITLE LEVEL PATRON PLACED HOLDS AND AUTOMATIC RECALLS FLOW CHART
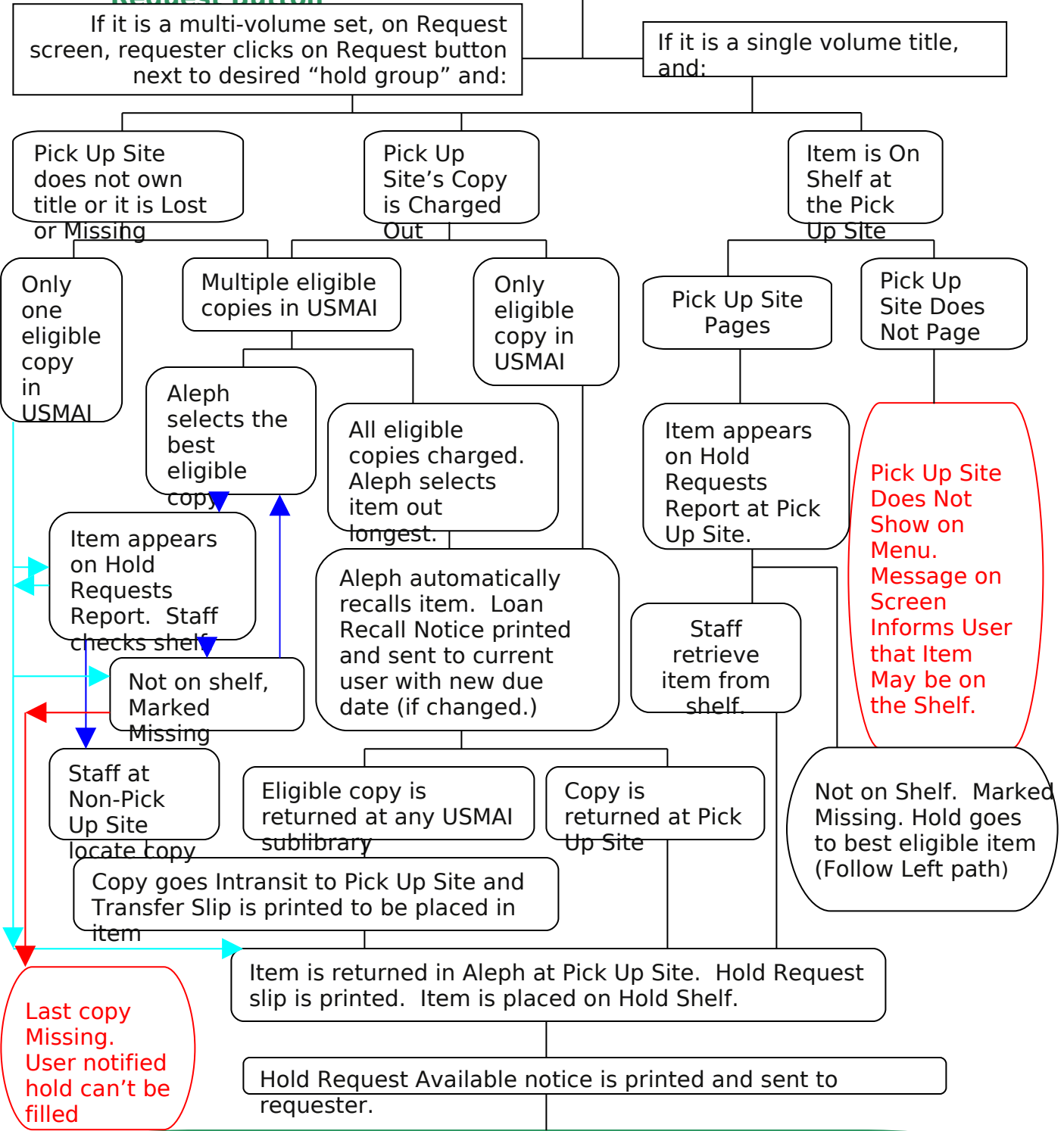
lmm

Title Selected by User in Web OPAC. User Clicks on Request Button

If it is a multi-volume set, on Request screen, requester clicks on Request button next to desired "hold group" and:

If it is a single volume title, and:

Pick Up Site does not own title or it is Lost or Missing

Pick Up Site's Copy is Charged Out

Item is On Shelf at the Pick Up Site

Only one eligible copy in USMAI

Multiple eligible copies in USMAI

Only eligible copy in USMAI

Pick Up Site Pages

Pick Up Site Does Not Page

Aleph selects the best eligible copy

All eligible copies charged. Aleph selects item out longest.

Item appears on Hold Requests Report at Pick Up Site.

Pick Up Site Does Not Show on Menu. Message on Screen Informs User that Item May be on the Shelf.

Item appears on Hold Requests Report. Staff checks shelf

Aleph automatically recalls item. Loan Recall Notice printed and sent to current user with new due date (if changed.)

Staff retrieve item from shelf.

Not on shelf, Marked Missing

Staff at Non-Pick Up Site locate copy

Eligible copy is returned at any USMAI sublibrary

Copy is returned at Pick Up Site

Not on Shelf. Marked Missing. Hold goes to best eligible item (Follow Left path)

Copy goes Intransit to Pick Up Site and Transfer Slip is printed to be placed in item

Item is returned in Aleph at Pick Up Site. Hold Request slip is printed. Item is placed on Hold Shelf.

Last copy Missing. User notified hold can't be filled

Hold Request Available notice is printed and sent to requester.

Requester charges out item at Pick Up Site using parameters of item owning library.

User returns item at any USMAI sublibrary. If non-owning library, a Transfer Slip is printed and item goes intransit to next pick up site or owning library.