ALEPH Lending Housekeeping

Lending Category	When	Look at	What to do
Review-New	daily		Locate
Review-New- Staff Review	daily	Note from borrowing library	Locate-automatic locate has not happened. May Message borrowing library, Ship or Answer Unfilled
Review-New and Printed	daily	Lending slip has been printed	Locate or search shelves for item Ship or Answer Unfilled
Review-Located	daily	A match for item has been found at your library	Print lending slip and retrieve from shelves Ship or Answer Unfilled
Review-Located and Printed	daily	The lending slip for this request has been printed or ill65 was run check Task Manager for file	Check shelves for item. Ship or Answer Unfilled as soon as possible
Review-Mediated	daily	Request may not have ISBN, LCCN or ISSN. There may be a policy issue. The item may be checked out.	Search for item and determine if you can Ship or Answer Unfill
Review-Multiple Located	daily	Item has multiple formats-check request to determine format	Message borrowing library if you can't determine format needed. Choose record to supply.
Review-Multiple Located and Printed	daily	The lending slip for this item has been printed	Check shelves for item. Ship or Answer Unfilled as soon as possible
Review-Referred			Not used
In Process-Will Supply	daily		Ship or Answer Unfilled as soon as possible
In Process -Hold Placed			Not used
Shipped-Sent on Loan	weekly	Filter by Last activity date	Monitor if borrowing library does not answer Receive send Message to determine if item got to the library
Shipped-Sent as Copy	weekly	Filter by Last activity date	Monitor if borrowing library does not answer Receive send Message to determine if item got to the library
Shipped- Material Received			No action required if sending automatic overdue notices. (all MnPALS libraries are setup to send Overdue ILL message automatically)
Return	weekly	Filter by Last activity date	If the item is not back at our library in normal delivery time, send a Message to borrowing library asking if the item has been sent back
Conditional- Condition Accepted	daily		Borrowing library has answered with Conditional Yes and accepted your condition. Ship item

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Conditional- Answer Conditional			The conditional message you sent to the borrowing library. If the borrowing library answers Conditional No then the request goes to Unfilled.
Cancelled-Cancelled by Requester		Check for lending slip for item	Do not send item. Borrowing library or patron no longer needs it
Overdue	weekly	Filter by Last activity date	MnPALS libraries are setup to do automatic overdue. If request status stays overdue too long send a message to borrowing library asking that item be returned, renewal requested or if you should send a bill.
Recall		Filter by Last activity	Monitor requests. Message borrowing library if item is not returned by Recall date.
Lost			When borrowing library has paid for item do Check-in. Follow library procedure to withdraw or replace item
Damage-Damaged	weekly		Borrowing library sent damage message respond with a Message
Not Supplied- Answer Retry Answer Unfilled Answer Locations Answer Estimate Expired			No action necessary-requests that your library could not be supply. Expired requests are requests that were not handled in the amount of time borrowing library gave for a response.
Closed			No action necessary- completed requests
Messages- General Messages	daily		Read and respond. Dismiss after handling.
Messages-Cancel			Check request status if Cancelled by Requester then Dismiss.
Messages- Request for Renewal	daily		Respond with Renew Yes or Renew No as soon as possible. Dismiss after handling
Messages-Status Query			Borrowing library has sent status query software responds. Check for message. Can Dismiss.
Messages-Status or Error report			Review can Dismiss when response to your status query. May need to follow-up on request.