

## 1. Print “Review Incoming Requests”

(Lending - Mediated Requests)

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Requests coming from a borrowing library will appear in your “**Review Incoming Requests**” folder. This folder is checked daily.

[Note: In a **Shared** system, only the “key” library checks this file.]

On the Staff Menu, under Lending

Click “**Review Incoming Requests**”

### Incoming Requests Menu

Decide which order you want your requests

Choose “**Call Number**”

Decide where you want the "pick list" sent (**Output Destination**) “Browser” is the default option. If you want to use another option contact your Project Manager to have them turned on.

Leave “**Browser**” as the output option

Decide if you want all requests printed or if, you want to review requests and choose which requests to print.

To view a list of requests

Choose “**Browse List of Requests to Print**”

A list of titles being requested displays

Click “**Select All to Print**”

A pick lists for each title being request displays.

You can use the scroll bar to scroll through the requests.

Print the pick lists and pull the books from the shelves at your library. To print, click on the **Print** button in the **web browser** you are using to print the pick list/shipping form. *For best results, print 1-2 requests per page.*

**Shared systems:** The key library will need to run this list and distribute the requests to the library in the shared system, which has the item. You may wish to do this via email.

Click “**Printed Successfully**”

## 2. REVIEW PROVISIONAL REQUESTS

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Provisional requests are request that your patrons or staff have submitted. Requests are dropped into this file because the patron entered a note in the “Note to the Librarian” field, no lenders where found or they forgot to select a pickup location. Also, the software can be set to place patron and/or staff submitted requests to this file.

**Note:** All libraries are to check this location daily including libraries on a shared system.

### Staff Menu under **Borrowing**

**Click “Provisional Requests”**

Lists of requests that need reviewing appear.

**Click on the title link to review the request**

Review the request and check for a patron note. The sample request shows a note to the librarian under “Patron Note”. It appears that we need to make sure that the pickup location is NPL (North Public Library)

**Click below the scroll bar to scroll down**

**Click “Edit patron Information”**

**Click the down arrow on “Pickup Location” until you see “North Public Library”**

**Click “Save Changes”**

**Click “Submit Request”**

**Click “Staff Menu”**

### **3. CHECK LIBRARY'S GENERIC e-MAIL ACCOUNT**

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Every Alleycat library has a generic email account for use with Alleycat. The email address for your library is in your library's profile and your generic account receives messages on an irregular basis.

ALL feedback that library staff submit contains this email address. When TBLC responds to the feedback we will either call you or send an email response to this generic email address.

Notifications from Alleycat about items cancelled, expired and unfilled are also sent to this account.

The email address is provided on the project website and given to all Alleycat participating libraries as a way to contact the ILL department at your library. This is the primary communications tool for Alleycat. The generic account was created because:

- a. Your address remains the same when the person responsible for Alleycat changes. It is your responsibility to train new staff to check the mailbox daily (M-F)
- b. Anyone in your library whom you designate has access to the account. Service can continue even if the usual person is on vacation, out sick, etc.

It is also the responsibility of each library to make sure that their generic email account is subscribed to aal-talk listserv. This listserv was setup to broadcast communication among Alleycat users.

All library staff are encouraged to subscribe. Simply go to <http://lists.tbhc.org/> and sign up.

### **4. PRINT AUTOMATION SYSTEM'S HOLDS LIST**

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Most lending holds will appear on your library's automation system. This list needs to be printed at least once a day. Alleycat items on this list must be shipped in Alleycat on the day the list is printed.