

Procedure

Request Forms Processing

September 2, 2003

When a patron requests an item at circulation the staff member should do the following:

1. Check to make sure the item is not in our catalogue and available.
2. If the item is available direct the patron to the item or retrieve it for the patron.
3. If the item is in the catalogue but charged out, place a hold through the Polaris system.
4. If the item is not in our catalogue the staff member or the patron should fill out a request form.
5. Check the form:
 - Make sure the form is **legible**. The item requested and the patron's name and phone number should be easily identified.
 - **Initial** the request. This is important if questions arise.
 - **Date** the request.
 - Put in the **time**. This is needed in case of many requests for the same item on one day.

 - Make sure the **format** requested is clearly marked with a check, an X, or a circle.
 - Make sure the **publication date** and **ISBN** are included. (This information can usually be obtained on the Amazon website. www.amazon.com). Make sure the ISBN is for the format type requested. There is a separate ISBN for hardback, paperback and audio books.
 - Include the **library card number** or indicate with the response **Yes** that you have checked the patron's status. **Items cannot be requested unless the patron has a library card in our system.** (At this time if the patron has a library card from a library we have a reciprocating agreement with and the card has not been entered in the system do that now.)
 - Put the request in the **box** on the ILL desk in the Circulation Cubby. The Reader's Services Coordinator reviews all requests.