

## PATRON REQUESTS – MULTIPLE REQUESTS FOR THE SAME ITEM

9 August 2002

1. **Create the item record** according to established procedures for that category of material.
2. In the Team email account, **compose an email message for the first patron** as you would if there were only one request.
3. **In the Aleph Circulation module, go to the Loan tab and charge the item** to Materials Management's special pseudopatron:  
"In Transit to Circ for Patron"
  - The system will alert you that you are charging a Catalog Review item. Click OK.
4. Click to the **Items tab** in the Circulation module.
  - The item information from the Loan tab should be carried over into the Items tab, where you will see the Loan that you just created.
5. Click the **Hold Request button** on the right side of the upper pane.
  - This will open the "Create Hold Request" form.
6. **Enter the first patron's ID** into the Patron ID field, and **hit the [Enter] key -- not the OK button!**
  - The patron's name should appear in the gray box to the right of the Patron ID field. Make sure it matches our requester's name.
7. **Enter the Recall Type as: 01** (for Regular Recall)
8. **Click the OK button** to put the first patron in queue.
  - You will now see that 1 Request is appearing in the Items List.
  - Make sure your Items List header is configured to display the following important fields:
    - Sub-Library
    - Description
    - Status
    - Due Date
    - Barcode
    - Call no.
    - Request
    - Loans
    - Last Return
    - Patron ID
    - Patron Name
9. **Repeat Steps 6-8** for any additional patron requests for that item.
10. Covering the patron name, place the following [flag](#) in the book to alert Circulation staff:  
**"DISCHARGE BEFORE FILING UNDER PATRON NAME"**
11. Check the box on the flag: "Do Not Mail Notification"
12. **Place the item into the Priority crate** for delivery to Widener on the next business day.