Using Innovative to record and track ILL requests.

I created this system in the mid 1990's when I wanted to track and check out borrowed ILL items on our Innovative system (Lexcalibur) so these instructions will all be for a text based system. We have converted to Millenium and are still using this system with no problems.

We do relatively few requests—about 100 a month – so it wasn't worth while to invest in ILL software. We considered going paperless when we implemented it, but we still use our paper request forms to track the progress of a request as it goes though the various stages; we use these records for statistics and as a means of making information available to desk staff.

This document is lifted from our manual, so will contain details that will not serve another institutions needs, but it can easily be modified.

One caveat: this system relies on being able to search the call number field of item records. By consistently entering data in the call number field beginning with the letters ILL then following a standard format for other data, we can easily retrieve records. I think I remember, however, that there was a limit in the number of call number fields the system would search; maybe it was 3 or 4. Test it; if that is still true, it will mean that means you always want to have your patron information on the top line and if you have to add beyond three or four call number fields, you will want to move them so the current ones are on top.

Also, this manual implies, but doesn't specify the creation of default new records for ill bib and item records. You will want to do that so they are suppressed. Also, in our case, to put an ILL call number in the bib record, since our catalogers want to know within 1 second that it's not one of their records... otherwise they'd have a group heart attack!

We now have Innovative's ILL module and will probably begin to use that this year, but this system has served us well for the past decade. If you have any questions, feel free to contact me.

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Creating Bib/Item records for material we borrow.

If ILL an item from a title we already own, do not create a separate bib record. In that case, add an item record (instructions below) to the bib record already in the system.

> **C>** Circ
> **A>** Additional
> **C>**Course reserves
> **B>**Key Bib-Item
> **4>** ILL bib
> **3>**ILL item
> **YES**, (check for dups)
> **NO** (no sub phrases)
> **YES** (all is as want)

Prompts (bib)

Main Entry ....Enter brief author or main entry data here, if there is any. . Do not include birth, death dates.   DO NOT enter title here.

Title   Enter a brief title and any information necessary to identify it (eg. a particular editor or edition)

Call # ILL

EXAMPLE:

Loan of Book - Bib record	*Photocopy of articles - Bib record*

```
MAIN ENTRY   Doe, John Q
TITLE        A very interesting book

Checking for duplicates with vibook* …

CALL #       ILL
```

```
Main Entry
Title              Mount Merry Law
                   Review

Checking for duplicates with
                   mmlrevi …

CALL #       ILL
```

Notice that the bib record for the photocopy is the record of the *book from which we want to obtain the photocopy* and does not include the author/title of the article.

At this point you have finished the bib portion of the record and the system will prompt for information to go into the item record. (If there already is a bib record in the system for the title –for example, we own it, but our copy is missing—do not create a new bib. Use the bib record already there.

Prompts (item)

Prompts will come in this order: Call #, Vol, Call #. It is important that the patron name and address information is entered on the first call # prompt and the transaction number at the second call # prompt.

Call #   ILL [patron name address]

> eg. ILL Kamisar/PP 331 HH

If for cite checking, enter the name of the article

> e.g. ILL MJIL Orford S3-21

ALWAYS start with ILL space, then Lastname of patron, space then address
If the patron does not have an office or carrel, type "pendaflex" in place of address.

> e.g..   ILL Whitman, Jane (Pendaflex)

If the request is through phone page, followt he name with /pp, so we retain the start source information. If it is through the research assistant, add /ra.

If the request is for a publication article, enter the address given on the form in the blank for address to which they want notices and material delivered (This will not always be the same as what is in the patron record, but we will deliver the book and notices to the carrel requested).

Patron names and addresses must be entered consistently or the records for a patron will not group together.

Vol   *If for a loan* : This is usually left blank unless the request is for a specific portion of a large set or in a series ; in that case enter identifying information, e.g.. vol. 3. *If the request is for a multivolume set, make an item record for each volume requested.*

> *If for a photocopy*: enter a very brief description of the portion requested. Follow this format: author/title/vol.p., using only the last name of the author, first identifying word of the article, volume and page numbers, and date if you have it.

> e.g.: Jones/Limits/v.21 pp.36-94 (1993)

Call #   ILL [transaction number of request] --e. g. ILL 951117-09
if it is a restart or dup, add that, using the following format for each:

> e.g. ILL 960211-02 restart
> ILL 960521-14 DUP

Transaction numbers always follow this format: YRMODY-# eg. 030713-09 is the 9th request received July 12, 2003. This number is also on the request form and serves as a tracking number.
At this point, review the ILL rquest form and the record to be sure all is as you want it . Use "E" to toggle between bib and item record. Make corrections. Quit. and check the LEX box on the back of the request form *unless* the ILL form is on that is going to be immediately finished (form to patron) .

If the form is to be updated immediately because of form to patron (the request is not proceeding), update it following instructions given further in this manual. Attach the original request form to the form to patron. If there is a print out of a library record, attach that too.

EXAMPLE: Record for loan of a book. Notice the vol. field was not used at all.

```
B0000000                    BIBLIOGRAPHIC Information
MAIN ENTRY  Doe, John Q
TITLE       A very interesting book

I0000000              Last updated: 11-28-94 Created: 11-28-94 Revision: 0
01 COPY #: 1         07 DUE D:  - -      13 ODUE:   - -       19 LOANRULE: 0
02 ICODE1: 0         08 PATRON#: 0       14 IUSE3: 0          20 STATUS: r
03 ICODE2: n         09 LPATRON: 0       15 RECAL: - -        21 INTL USE: 0
04 I TYPE: 5         10 LCHKI:   - -     16 TOT CHKOUT: 0     22 COPY USE: 0
05 PRICE: $0.00      11 # RENEWALS: 0    17 TOT RENEW: 0      23 IMESSAGE
06 OUT D:  - -       12 # OVERDUE: 0     18 LOC: ill
24 CALL #     ILL Frankenstein 2-120
25 CALL #     ILL 941128-08
```

EXAMPLE: Item record for a photocopy. Notice the vol. field has very abbreviated author/title/pages information.

```
B0000000                    BIBLIOGRAPHIC Information
TITLE       Mount Merry Law Review

I0000000              Last updated: 11-28-94 Created: 11-28-94 Revision: 0
01 COPY #: 1         07 DUE D:  - -      13 ODUE:   - -       19 LOANRULE: 0
02 ICODE1: 0         08 PATRON#: 0       14 IUSE3: 0          20 STATUS: r
03 ICODE2: n         09 LPATRON: 0       15 RECAL: - -        21 INTL USE: 0
04 I TYPE: 5         10 LCHKI:   - -     16 TOT CHKOUT: 0     22 COPY USE: 0
05 PRICE: $0.00      11 # RENEWALS: 0    17 TOT RENEW: 0      23 IMESSAGE
06 OUT D:  - -       12 # OVERDUE: 0     18 LOC: ill
24 CALL #     ILL Costello(pendaflex)
25 CALL #     ILL 941128-09
26 VOL        Kamisar/Limits/v.23 pp.45-64 1993
```

N.B. It is important that you create records using the default new bib record **ill** and the default new item record **illbks.** Each of these defaults contains a code that suppresses the records. This means they can only be found when searching in staff view.

Restarts

Sometimes it is necessary to restart a request. There can only be one status, of course—that will be them most recent. Add call number fields as shown below; note a restart has a new transaction number that reflects the date it was submitted to restart.; keep the more current call numbers to the top.

```
25 CALL #     ILL MJIL Pruitt S2-106
26 CALL #     ILL 020514-02 Restart
27 CALL #     ILL STAT 0205 CFA RHT (CT Dept. of Trans./Newington) 4p.
28 CALL #     ILL 020405-04
29 CALL #     ILL STAT 0204 NFI
30 VOL        word: Apartheid  Rev. 2000 ed. p. 106-07
```

The above request was originally submitted April 45, 2004. It was ended that same month because we needed further information. It was restarted 5/14 and the article received that same month (May, 2002)

Updating the item record to track status and record statistics

Status **"!"**	=on holdshelf (book or film is here on loan and msut be used from the holdshelf)

Put on hold for patron "keep on holdshelf ILL, then check it in. This will put the book on the holdshelf and give it status **!** (holdshelf) and generate a notice to the patron. Then put a second hold on it for ILL; this will keep the book on the holdshelf after it is first checked out.

Satus "**r"**	= ILL requested

When item record is first created, the default status is "**r**" (ILL REQUESTED) Updating changes the status and/or inserts new information. Unless the status changes, there is no need to update the record. If a record is restarted, change the status back to r, then insert the new daily transaction number; leave all old information in except the status note, which should be erased.

Status "**f**".	=form to patron

Remove owner identifying information from the form. Attach it to the response form. Update the record at the time the reposnse form is filled out and attached to the original request. .

Then insert a field (c) (call number) to note statistics eg.

ILL STAT XXXX--[reason] , where XXXX = YRMO and [reason] is **AOC** (available on campus) or **NFI** (need further information)

> e.g.   ILL STAT 9605 AOC
> ILL STAT 9603 NFI

Next, insert a field (g) (status note) and write a *clear, concise* summary of the information being sent ot the patron on the form. Write these notes as though to the patron; they should be concise and clear. Some examples follow:

If status is AOC you might note :
> Grad library owns this; it is in their documents center. bjs 12/1/95
> Bus Ad owns; call no. "periodicals" bjs 1/5/96
> (Use AOC when the item is only available on-line or if there is a Lexis/
> Westlaw or other online copy and the patron does not need the original)

If staus is NFI you might note:
> The library from which we requested this reports that the article
> you requested was not found on the pages given. bjs 12/1/95
> You provided an abbreviated cite; ask Reference staff to help you
> convert it to full bibliographic information bjs 3/4/95
> We can find not verify this title; you request 4th ed. 1976; the
> latest edition we find is 3rd. 1975.

Status " d "	= Photocopy or freebie received and delivered to patron

Enter immdiately before the item is sent on to be delivered.

Insert a field (c) call number to note statistics. Report inone of two ways:

ILL STAT XXXX **CFR xx p. LIB** [if request was filled via RLIN request]
<div align="center">or</div>
ILL STAT XXXX **CFA xxp. LIB** [if request was filled by non-RLIN]
e.g.
>   STAT 9601 CFR 06p. ILRC
>   STAT 9602 CFA 10p. U Chicago

If the item is to be picked up, send a notice to the pendaflex; since we do not put these on hold, there is no automatic generation of notice.

Status " - " i.e. blank	**With a due date**: = Book is charged to patron; **Without a due date** (but with a last checked in date):= Book or film was charged or on holdshef, is now checked back in or off hold, but not yet sent back to the lending instituion

Just before the book is delivered, wand in the barcode and check the book out. This changes the status to "-" and adds a due date. Immediately put the book on the shelf for noon/4pm delivery; we don't want the record to show an untrue status any longer than necessary.

When the book is returned to the desk, the SUA will check it in, black out the barcode to show it has been checked in. This changes removes the due date and adds a last checked in date. If the barcode has not been crossed out, be sure to confirm that the book was checked in before proceeding with processing.

Status "**l** "	=Sent back to lender.

Update soon after the book is sent back to the lending library; change stat to "**l**" (SENT BACK) and insert a field c (call number) to note stats now:

ILL STAT XXXX **LFR LIB** [if item was loaned via RLIN request]
ILL STAT XXXX **LFA LIB** [if item was loaned via F/P/M request (ALA form]
If you know there is a charge for the loan, insert the amount now.
eg.
>   LFR 9603 LRF PASG
>   LFA 9601 Dallas Pub Lib $20.00

It is usually not necessary to insert a status note. Assume material was
sent by UPS around the time the record was last updated. If you want to note a special method of return or be sure you have the exact date of return, you may insert a field"g" (status note) and include any shipping information.

Status "**q**"	= Expired or canceled (we were not able to fill by the last needed date)

Remove and discard paperwork that identifies owning libraries. Keep the summary sheet for one month in case the request is restarted.   Note information on form response, attach original request to form response and send to patron.

Change status from "r" to **"q"** (EXPIRED) and insert a field c, enter status.
ILL STAT XXXX **exp**. (expired)
ILL STAT XXXX **can** (canceled by patron)
ILL STAT XXX **cno** (we can not obtain and we are canceling even though the
                                 last needed date is still in the future)

Insert a field, g (status note) and explain reason;
 eg.

If reason is expired:
        Nnot able to obtain by deadline of 2/13 bjs 2/14/96
        Could not obtain within one week bjs 3/1/96

If reason is canceled
        Patron left note at desk to cancel this request 2/13/96 bjs 2/15/96

If reason is can not obtain
        Can not find a library willing to lend or copy
        Too recently published to be available; try again in one month.

If we have a query to a library outstanding:

                1. Cancel RLIN, F/M/P or BLDSC reequest.

                2. It may come in anyway, so X out form, file in outstanding; that way if
                the item does arrive, we'll know to send it right back or discard it.

                3. At intervals you will have to locate and remove X'd our forms
                that remained in the file because the material never came.

Responding to requests for the status of ILL requests: Instructions to desk staff

If a patron wants to know the status of his interlibrary loan request, take these steps

1. In the Circ subsytem, key **D**> Display holds on a title

2. at What record to examine?...Record: type **cill [patronname**]

> Where the patron name is the last name of the person who requested the item or the article name, if the item is for citechecking; e.g.
> > cill Mandeville
> > cill MJIL Orford

Type as little information as possible, since you don't want to exclude a record. If you don't find a record, try typing less information. We enter the names from handwritten records, and we can easily make a spelling mistake if we can't read the handwriting. We make typos. Thus records for MLR Ayers might be in under MLR Ayers (as one cite checker wrote it on his forms) and MLR Ayres (as another cite checker wrote it on his forms). Only by typing in MLR Ay or MLR A will you find all the ILL records for this article. If there is more than one patron under a given name (as will happen with common names and journal articles) you will have to establish which apply. One way to narrow it down is by specifying the appropriate carrel number. Here is an example:

You searched for the LOCAL CALL Number: ill mlr ay
4 LOCAL CALL Numbers found, with 28 entries; LOCAL CALL Numbers 1-4 are:

  1 ILL MLR Ayers S380C .... 8 entries
  2 ILL MLR Ayres & Choi S3-59 .... 7 entries
  3 ILL MLR Ayres S3-68 .... 1 entry
  4 ILL MLR Ayres S380C .... 12 entries

---

Once you have located the record (or records) that apply to the patron, choose the title the patron is asking about.

In the example above, we might want first determine that we want the article being worked on in S380C. so it will be necessary first key 1 to look at the 8 records under MLR Ayers S380C , then R> Return to browsing and then key 4 to look at he 12 records under MLR Ayres.

Here is a screen that shows the 8 records listed under MLR Ayers S380C:

```
You searched for the LOCAL CALL Number: ill mlr ay
8 entries found, entries 1-8 are:                    CALL #
Rochester business journal
   1                            ILL
Buffalo news
   2                            ILL
Minneapolis Star Tribune
   3                            ILL
Gainesville Sun
   4                            ILL
Washington times (Washington, D.C.)
   5                            ILL
Journal of applied econometrics
   6                            ILL
Nashville Tennessean
   7                            ILL
A course in game theory
   8  Osborne, Martin J.        ILL
```

Let us say the person was inquiring about an article from the Nashville Tennessean. Note you can not see the author/title of the article on this record; it shows only the title from which the article was requestes. <u>key 7 to see the record of the Nashville Tennessean:</u>

B11178504   BIBLIOGRAPHIC Information
 TITLE   Nashville Tennessean
 IMPRINT   Nashville, TN

 I13708624   Last updated: 12-04-95 Created: 09-07-95 Revision: 4
 01 COPY #: 1   07 DUE DATE: - - 13 ODUE DAT: - - 19 LOANRULE: 0
 02 ICODE1: 0   08 PATRON#: 0   14 IUSE3: 0   **20 STATUS: f**
 03 ICODE2: n   09 LCHKIN: - - 15 RECAL DA: - - 21 INTL USE : 0
 04 I TYPE: 5   10 INVDA: - - 16 TOT CHKOUT: 0 22 COPY USE: 0
 05 PRICE: $0.00   11 # RENEWALS: 0 17 TOT RENEW: 0   23 IMESSAGE:
 06 OUT DATE: - - 12 # OVERDUE: 0   18 LOC: ill   24 OPACMSG:
 25 CALL #   ILL MLR Ayers S380C
 26 CALL #   ILL 950825-08
 28 CALL #   **ILL STAT 9509 NFI**
 29 VOL   Martin/No 4/12/94:D6+
 30 **CIRC NOTE   Library reports article not found as cited. Please submit copy of your citation.**

Note in this record the status is **f** (form sent to patron); the **ILL STAT** tells us that in September 1995 we sent the form because we need further information (NFI) and the **CIRC NOTE** gives more detail— the lending library reported the article was not found as cited. We need to see a copy of the citation before we can proceed—but in general, it is best to rely on the fuller information that will be found in the notice.

 See over for a listing of possible status notes and how to use them to respond to a patron's query.

Examples

If a patron inquires about an outstanding ILL request, take these steps.

> In **C**>Circ **D**>Display Holds on a Title
> type in **cill [*lastname]***

E.G: if patron Jennifer Barnes asks about a book she requested on ILL, type in <u>cill Barnes</u>

If the patron is asking for a publication article, type in the name as represented
in Lexcalibur, e.g., <u>cill jlr-jones</u>.

If there is only one ILL request outstanding for this lastname, the record might immediately appear.

Otherwise a screen like this might appear; in this instance, I searched for patron **cill Helle**r and there
happened to be only one patron with that last name who had submitted ILL requests.

```
You searched for the CALL number: ill heller
5 entries found, entries 1-5 are:                     CALL #
Land reform and farm restructuring in Russia
        1 Brooks, Karen McConnell               ILL
Economic Transformation in Russia
        2                                        ILL
Governing the commons: the evolution of institutions for collective action
        3 Ostrom, Elinor                         ILL
East European Quarterly
        4                                        ILL
Social theory for a changing society
        5                                        ILL
```

Notice that if there is *any* variation in the spelling of the last name or address, not all records for that
person will cluster together:

```
1  Ill Mjil Brzesinski S2 108  ............    1 entry
2  Ill Mjil Brzezinski S2 108  ............    6 entries
```

If you do not find a record for the item about which the person is asking, try abbreviating your search. In
the above instance, we will have to look at two records to see the 7 ILL requests.

Choose the record that is under inquiry and key that number. A screen such as the ones following will
appear:

```
B1106304x                  BIBLIOGRAPHIC Information
TITLE        Australian family lawyer
IMPRINT      Canberra: Family Law Section, Law Council of Australia, 1985-

I13101778                       ITEM Information
CALL #: ILL MJIL Brzezinski S2-108  Burdekin/UN convention v. 6 p. 25
LOC: ILL material
NOT checked out and DELIVERED
                                        PICKUP       NOT
Date Hold Placed                        LOCATION     WANTED AFTER
```

CALL # will display the word ILL then the name of the person making the request and the address to
which any notices or material will be sent.

LOC will always read: ILL material
The line following the Loc field will tell the status of the request.

STATUS STATMENTS

The bibliographic information will be very brief; it will include an author, if there is one, a title and if the book is part of a series, the title of the series. The item information includes:

CALL # Patron name, address to which any notices are sent, and, if the request if for a photcopy, brief information identifying the article. The information will include only the last name of the article author, the first word of the article title, and vol. and page number information.

LOC: will always read ILL material. Underneath loc is the status information.   You will see one of the following status notes; see below for how to get more information.

NOT checked out (no due date) and

! ON HOLDSHELF	The item has been received and can be used from the holdshelf. NOTE: most items on the holdself are there because the patron does not have an office or carrel, but in some cases restrictions imposed by the lending library compel us to keep the item on hold rather than charge it to an office or carrel. Any ILL item on the holdshelf must be returned in 4 hours and put back on hold if the patron wants to use it again at a later date.
r ILL REQUESTED	We have received the request and are working on it, but the item is not yet here. We will continue to try to obtain it until the time frame noted on the request has expired.
f FORM TO patron PATRON	The request was stopped for some reason and a form was sent to the explaining the reason (an usually asking form more information). <u>If the patron has not yet received the form</u>, note the address in the CALL # field above; that is the address to which it would have been sent. If the address is Pendaflex/holdshelf, that means that any notices would be delivered to the person's pendaflex.
d DELIVERED	A photocopy (or freebie) was sent and delivered to the patron (at the address given above). *except*: *if the address is pendaflex/holdshelf, .* In that case, a notice would have been sent to the pendaflex, but the item delivered to the Main Desk Service Center for pick up, so check the pick up shelves to see if it is there. It will not be on hold, since the person can keep the item
q EXP or CAN	We were not able to obtain the material by the last needed date given on the form, so the request expired. A form was sent to the patron with this information on it.
l SENT BACK	The item came, was checked out to the person and location listed above (or put on hold and the person notified in his pendaflex), but has now been returned and checked in (or taken off hold) and returned to the lending library.
[no text]	The item came, was checked out to the person and location listed above (or put on hold and a notice sent to the pendaflex) and is now being processed to be returned to the lending library.

CHECKED OUT TO XXXX ON XXXX DUE XXX

The item was charged to the person on the date given and delivered to the office or carrel noted. It is due on the last date noted.

How to find more information

If the patron is surprised by the status, for example that it has been delivered, but he has not yet received it, you can get *limited* additional informationn.   Here is how:

In Circ subsytem, A> additional options, U> update an item record, I> update item record, then search using the same strategy you used to find this record. Once you identify the specific record you need, key the number to bring up the record. You will see a display of the item record; the following information may help you better interpret any of the above messages:

The last updated date on the top line of the item record is the date the status was last changed. It will be the date a form was sent out or the item was set out for delivery or t be put on the holdshelf, or the book was sent back to the lending library. If the last updated date is today or yesterday, it is likely that the form or copy is still traveling.

The created date on the top line of the item record is the date the record was created; usually the next weekday after getting the form.

If the problem is:

on holdshelf, but can't find it there--this isn't going to help you. Keep looking; it should be on the holdshelf! Note, once the patron has used it once from the holdshelf, it will afterwards be on hold under the patron name KEEP ON HOLDSHELF FOR ILL (not the name of the patron).

ILL REQUESTED and patron wants to know more about what is going on. The short answer is: "This is an active request; we are still trying to get it and will continue to do so until we hit the expiration date you gave us on the form." However, check the create date. If less than one month has passed, it is too early to be concerned. If more than a month has passed, write a note to Kathy on the log and she will look into it to make sure nothing has happened to the request. *If the patron does not get a form from us reporting a problem that has stopped the request, he should assume we are continuing our efforts..* If the patron wants us to cancel the request or change the last needed date (expiration date) please note that clearly on the message to Kathy.

Form to patron, but patron did not receive it or can not remember what it said. It the last updated date is today or yesterday, the form is probably on it's way. If more than a few days have passed, the form response should be in the office or carrel that was given on the request from. An abbreviated version of the response can be found in the status note (at the bottom of the record).

Expired or canceled: A brief notation after the STAT xxxx will tell the date the request expired (EXP) or been cancelled (CAN) . We will have sent a form to the patron unless the patron came to us and cancelled the request. Patron should find that notice; in some instances we give the patron an option of restarting the request. To do so, the patron returns the form to us, with a new expiration date. .

Field 06 OUT D is the date the book was charged and sent to the patron. If it is today or yesterday, it is likeley that it is still traveling. If it is older, tell the patron to try to find it in his office or carrel and notify Kathy immediately if it can not be located.

CIRC NOTE : sometimes there is information in a field called CIRC NOTE. This is to help us internally. Don't pass the information on; it will rarely suffice. Usually it appears when a form was sent to the patron and the patron should either wait for the form or talk to Kathy to get more information.

End of month statistics and status check

At end of month, take statistics by category. In Lexcalibur, search Call number **ILL Stat YRMO**... e.g., 0101 for all the January 2001 requests and record the number of records in each record group.

You searched for the LOCAL CALL Number: ill stat 0101
 83 LOCAL CALL Numbers found, with 109 entries; LOCAL CALL Numbers 1-8 are:

   1   ILL STAT 0101 AOC ....   8 entries
   2   ILL STAT 0101 CFA CAI (CISTI) $12.00 ? ....   1 entry
   3   ILL STAT 0101 CFA CNO (CA St. U./Northbridge) 1p. .... .   1 entry
   4   ILL STAT 0101 CFA ECB (Cooley Law/Lansing) 6p. $3.90   1 entry
   5   ILL STAT 0101 CFA ECB (Cooley Law/Lansing, MI) ......   1 entry
   6   ILL STAT 0101 CFA Freeman Mem. Lib./US Cts/Detroit 17p.   1 entry
   7   ILL STAT 0101 CFA HMS (Harvard Medical Library/MA) 12p.   1 entry
   8   ILL STAT 0101 CFA JVV (Wildman/Harold/Allen & Dixon/Chi   1 entry

```
Please type the NUMBER of the item you want to see, or
F > Go FORWARD              D > DISPLAY Title
P > PRINT                 + > ADDITIONAL options
Choose one (1-8,F,P,D,T,L,J,Q,M,+)
```

(this is only the first page… you will have to page forward to see the others)

On the above page:
109 requests were completed in January 2001 (they received STAT notes)
Of those…
8 were available on campus
On this page we find 7 that were copy filled (requested on ALA form). Note the number of pages for each; add those up to get the total number of pages received.   **Remember** when noting the number of pages on photocopies-filled requests to see if there is more than one entry in that group, you must add accordingly. For example, if by chance you saw 2 entries under CFR Harvard Medical Library/MA) 12p, the total will be 24 pages for that entry, not 12. It's rare for this happen, but be alert for it.

Then page forward and complete your statistics sheets using the other codes as outlined earlier in the manual.

You can check for lingering requests in a number of ways.   A create list with status "r" will show all outstanding requests. You can narrow your search it by specifying records with a create date after a certain date.

A quick way to check a given month is to search that month using cill 0101 (to check all requests with a transaction number for January 2001), e.g.
You searched for the LOCAL CALL Number: ill 0101
107 LOCAL CALL Numbers found, with 107 entries; LOCAL CALL Numbers 1-8 are:

   1   ILL 010104-01A ....   1 entry
   2   ILL 010104-01B ....   1 entry
   3   ILL 010104-02A ....   1 entry

```
    4  ILL 010104-02B  .......................  1 entry
    5  ILL 010104-03   .......................  1 entry
    6  ILL 010104-04   .......................  1 entry
    7  ILL 010104-05   .......................  1 entry
    8  ILL 010104-06   .......................  1 entry
```

Please type the NUMBER of the item you want to see, or |
F > Go FORWARD   D > DISPLAY Title |
P > PRINT   + > ADDITIONAL options |
Choose one (1-8,F,P,D,T,L,J,Q,+) |

open the first, then page through them by using the bracket key. As you page through them, keep your eye on the status code; whenever you see a "r" print that page out and keep goin,then use the printouts to find and follow up on the outstanding requests. i