

Alma Fulfillment Basics for Graduate Assistants



Central Access Services
University Library

Business Hours: 217-333-8400
Nights and Weekends: 217-244-0732
circlib@library.illinois.edu

This handy guide will introduce you to circulation tasks in Alma, the cloud-based integrated library system used by the University Library. Basic circulation tasks are covered here, but your unit library will provide further training as to their specific procedures.

Click any entry in the Table of Contents below to navigate directly to that section of the guide.

Table of Contents

General Circulation Policies	3
Loan Periods.....	3
Requests.....	4
Other Unit Libraries on Campus.....	4
I-Share	4
Campus Mail	5
User Accounts, Library cards, and User Blocks	5
User Accounts in Alma	5
Library Cards	6
User Blocks.....	6
Fulfillment Procedures in Alma.....	6
Loan Items to a patron.....	7
Loan items to a proxy patron.....	10
Renewing items.....	12
Returning items.....	16
Placing Requests	20
Requesting local items (items from any library on campus)	20
Requesting items through the Automated Fulfillment Network (AFN).....	26
Library Terms in Frequent Use at the University Library	31

General Circulation Policies

Circulation policies vary can vary across campus library locations. In addition to location, the way that an item circulates can also depend on the borrowing patron's user group as well as any additional item policy that may be applied to it. These factors impact whether an item can or cannot be requested, checked out, or renewed, as well as the item's initial due date.

This section gives an overview of [loan periods](#), [requesting](#), and [user accounts](#). You can find additional information about borrowing using these links:

[Borrowing Services Overview](#)

[Standard Loan Periods Chart](#)

Loan Periods

- Most items circulate for 16 or 4 weeks depending on the patron's affiliation
 - Faculty, Emeritus Faculty, Academic Employee, and Graduate patrons can check most items out for 16 weeks.
 - Undergraduate, Support Staff, Retired Staff, and Courtesy Card patrons can check most items out for 4 weeks.
 - Most patrons will be able to renew these items 10 times.

- Most Journals/Serials circulate for 2 weeks or for use in the building depending on the patron's affiliation
 - Faculty, Emeritus Faculty, Academic Employee, and Graduate patrons can check these items out for 2 weeks.
 - Undergraduate, Support Staff, Retired Staff, and Courtesy Card patrons can check these items for 2 hours to use in the building.
 - Most patrons will be able to renew these items 10 times.

- Most I-Share items (both those lent from UIUC to another I-Share institution's patron and those borrowed by our patrons from another I-Share institution) circulate for 4 weeks.
 - All users who are eligible for I-Share borrowing can renew I-Share items up to 3 times
 - I-Share borrowing is not available to courtesy card patrons
- Some notable collections that operate outside of these loan periods are:
 - Some media collections with items like DVDs, video games, or board games
 - Loanable Technology items like charging cords, laptops, and cameras
 - Music and Performing Arts Library CDs
 - University High School Library items

Requests

When patrons request items, they may be requesting them from many different locations and can choose to receive the items at many different locations. Items requested to or from different locations may take different amounts of time to arrive.

Other Unit Libraries on Campus

There are many different unit Libraries locations on campus, and items can be sent from one Library to another Library for pickup.

- Items usually arrive within 1-2 business days
- No weekend deliveries

I-Share

We're a part of a consortium of 90+ universities and research institutions in Illinois. Patrons can request items from I-Share institutions for pickup at a UIUC Library.

- Items usually arrive within 4-7 business days
- No deliveries on weekends

- There are many I-Share libraries in the Champaign-Urbana area (e.g., Parkland College), so I-Share patrons may request to pick up items here instead of their home campus

Campus Mail

Faculty, emeritus faculty, staff, and graduate students who have an office on campus can request for Library items to be delivered to their campus address.

- Items usually arrive within 8-10 business days
- No deliveries on weekends
- Not available to Undergraduate Students
- Items are not mailed to patrons' home address. Items are delivered only to campus mailrooms.
- Items must be returned in person or to a bookdrop. Items cannot be returned through Campus Mail.

User Accounts, Library cards, and User Blocks

User Accounts in Alma

- User accounts update regularly in Alma, pulling information from university records.
- Please refer any issues with a user account to Central Access Services
- If a patron has a very new i-card, it may not have been added in Alma yet. If scanning a patron's i-card doesn't pull up the user's record, follow these steps:
 1. If it's Monday-Friday 8:30am-5pm, call the Library Phone Center first (217-333-8400). Let them know that you need to activate a patron's i-card.
 2. If it's a weekend or evening or you're unable to reach anyone in the Library Phone Center, call the Main Circulation desk (217-244-0732). Let them know that you need to activate a patron's i-card.
 3. If you're unable to reach someone at either number, fill out a BLOK form (<https://www.library.illinois.edu/staff/cas/> under **Reporting Forms**).

Library Cards

Patrons must present a valid, unexpired Library card to be able to use the Library. We are not able to accept digital cards of any kind for Library transactions (including the Illinois app), and patrons cannot provide their Library number verbally in place of their physical card.

IDs that are valid to use at a UIUC Library:

- i-cards
- Courtesy Cards
- IDs from the patron's I-Share institution (e.g., an Illinois State University ID card)

IDs that are not valid to use at a UIUC Library:

- Public library cards
- Driver's Licenses
- Digital identification cards (e.g., the Illinois app)
- ID numbers given by patrons verbally without presenting a physical card

User Blocks

Patrons may be blocked from borrowing materials due to lost materials or fines. **Do not override patron blocks.** Direct patron to the Central Access Services to address the block.

Fulfillment Procedures in Alma

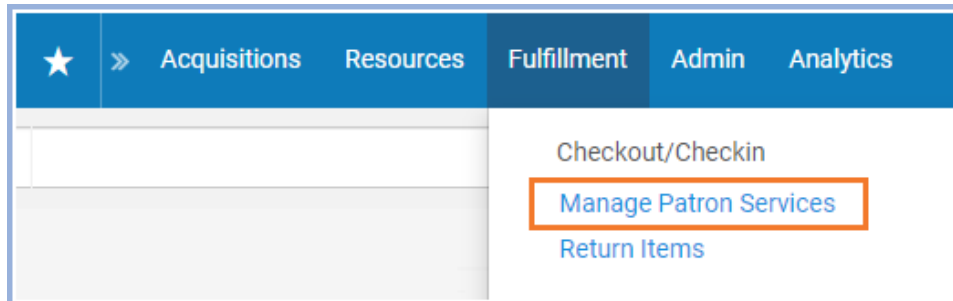
This section outlines a few of the most common Fulfillment tasks you'll perform in Alma. Your unit library may provide further training to complete further tasks. You can also visit the Alma Training page to find more training documentation and practice

Loan Items to a patron

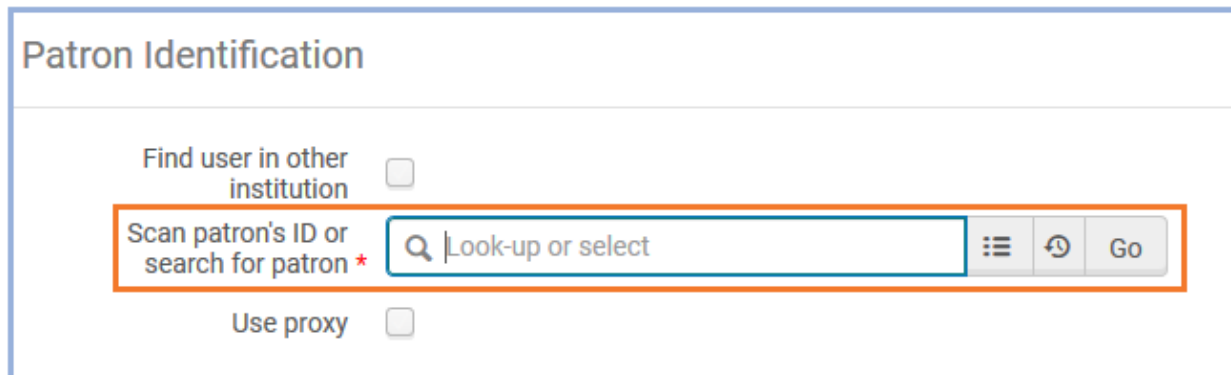
Alma video: [Working at the Circulation Desk](#)

Try it: [Basic Fulfillment Practice Exercises](#)

1. Go to the **Fulfillment** menu and select **Manage Patron Services**.



2. Scan the patron's i-card or courtesy card in the **Scan patron's ID or search for patron** field.



3. Patron records open to the **Loans** tab by default.

The screenshot shows the 'Patron Services' interface for user 'Fish, Stackles'. At the top, there are buttons for 'Edit User Info', 'Submit Request', 'Refresh Blocks/Notes', and 'Done'. Below this, the user's profile is displayed with a placeholder icon, name, active balance of 0.00 USD, ID 20112000326602, and user group FACULTY. There are links for 'Send Activity Report' and 'Send Requests Report'. To the right, the 'User Notes' section lists two items: '1. User has 1 overdue item(s) in this library' and '2. User has 2 item(s) waiting for pickup at this desk.' Below the profile and notes are tabs for 'Loans', 'Returns', 'Requests', and 'Network Activity'. A yellow highlighted area contains a 'Scan item barcode *' input field with a menu icon and an 'OK' button. Below this is a dropdown menu for 'Loan Display : Loans of this session'. The main content area shows a list icon and the text 'No records were found.'

4. Scan the item barcodes into the **Scan item barcode** field.

This is a close-up screenshot of the 'Scan item barcode *' field. The field is highlighted with an orange border. It consists of a text input box, a menu icon (three horizontal lines), and an 'OK' button. Above the field are tabs for 'Loans', 'Returns', 'Requests', and 'Network Activity'. Below the field is a dropdown menu for 'Loan Display : Loans of this session'.

5. The checked-out items will display in a list below the **Scan item barcode** field. The patron will receive a notification email once the items are checked out to them.

The screenshot shows a library interface with tabs for Loans, Returns, Requests, and Network Activity. Below the tabs is a search field labeled "Scan item barcode" with a "Look-up or select" dropdown and an "OK" button. Below the search field, it says "1 - 2 of 2" and "Change Due Date" with a share icon and a settings gear. A dropdown menu shows "Loan Display : Loans of this session". Below this is a table of checked-out items:

<input type="checkbox"/>	Title	Due Date	Barcode	Fine	Loan Date	Loan Status	Item Policy	Library	Loan Notes
1 <input type="checkbox"/>	Books, books, books : a treasury of clip art / Darcie Clark Frohardt.	07/14/2020 22:00:00 CDT	30112018751112	-	03/24/2020	Normal	BOOK 16/4 WKS	Main Stacks	...
2 <input type="checkbox"/>	50+ library services : innovation in action / Diantha Dow Schull.	07/14/2020 22:00:00 CDT	30112110638076	-	03/24/2020	Normal	BOOK 16/4 WKS	Main Stacks	...

6. Click the **Done** button in the upper right corner when you are finished.

The screenshot shows a library interface with buttons for "Submit Request", "Refresh Blocks/Notes", and "Done". Below the buttons is a section titled "Overdue Notes" with a dropdown arrow. Below the notes, it says "User has 1 overdue item(s) in this library".

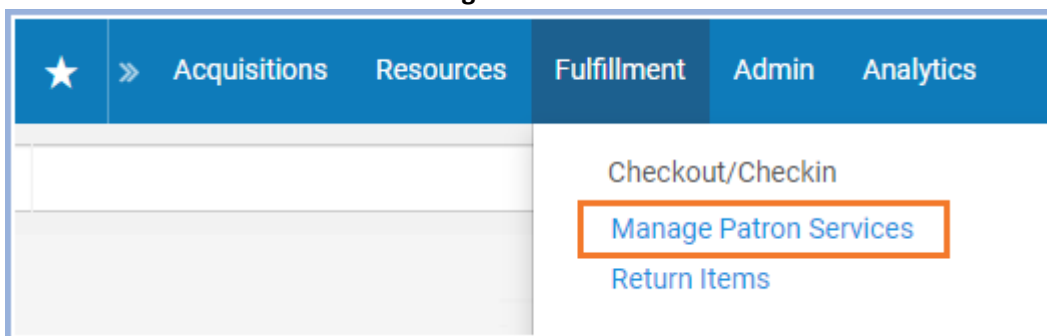
Loan items to a proxy patron

Alma video: [Working at the Circulation Desk](#)

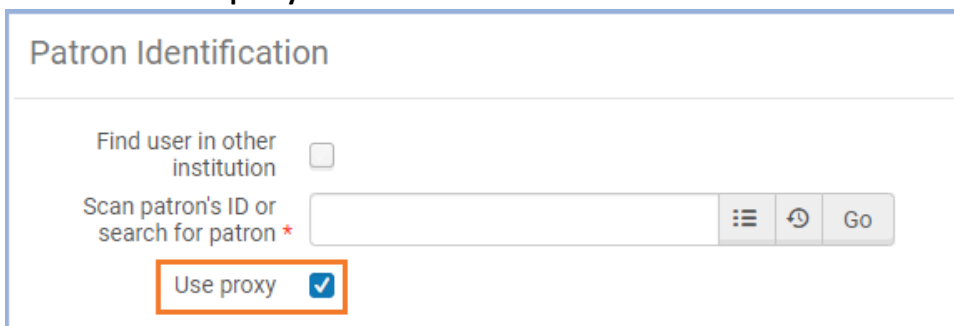
Try it: [Basic Fulfillment Practice Exercises](#)

In this example, Stackles Fish (the proxy borrower) has come to the library to pick up books on behalf of Daenerys Targaryen (the authorizing patron).

1. Go to **Fulfillment** and select **Manage Patron Services**.



2. Check the **Use proxy** button.



3. Click in the **Scan patron's ID or search for patron** field to put the cursor back in that field, and then scan the proxy's ID. This will bring up a drop-down menu labeled **Proxy for**. You can click the down arrow on the menu to see all of the patrons who this patron is a proxy for.

[←](#) Patron Identification

Find user in other institution

Scan patron's ID or search for patron *

Use proxy

Proxy for

- Targaryen, Daenerys
- Crowe, Russell

4. Once you have selected the correct authorizing patron, click the **Go** button. This will bring you to the “Loans” tab on the authorizing patron’s page. Note that it says the name of the proxy patron next to **Proxy by**.

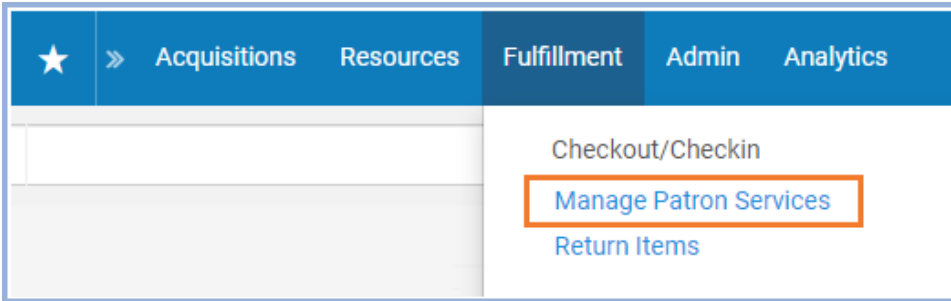
The screenshot displays the Alma interface for managing a patron's services. The top navigation bar includes the ExLibris and Alma logos, a star icon, and a menu with options: Acquisitions, Resources, Fulfillment, Admin, and Analytics. Below this, there are icons for location, user profile, notifications, settings, help, and refresh. The main header shows 'Users' and 'All' with a search icon. The 'Patron Services' section is active, showing a back arrow, 'Edit User Info', 'Submit Request', 'Refresh Blocks/Notes', and a 'Done' button. The user profile for 'Targaryen, Daenerys' is displayed, with a placeholder for a profile picture. Key fields include 'Proxy by' (Fish, Stackles), 'Active balance' (0.00 USD), 'ID' (20112000204239), and 'User group' (FACULTY). There are also links for 'Send Activity Report' and 'Send Requests Report'. A 'User Notes' section is on the right with an 'Add Note' button. At the bottom, there is a 'Scan item barcode' field with a search icon and an 'OK' button, and a 'Loan Display' dropdown menu set to 'Loans of this session'.

5. Scan the item barcodes into the **Scan item barcode** field to check them out on the authorizing patron's account. The authorizing patron will receive a notification email when the items are checked out to them.
6. Click the **Done** button in the upper right corner when you are finished.

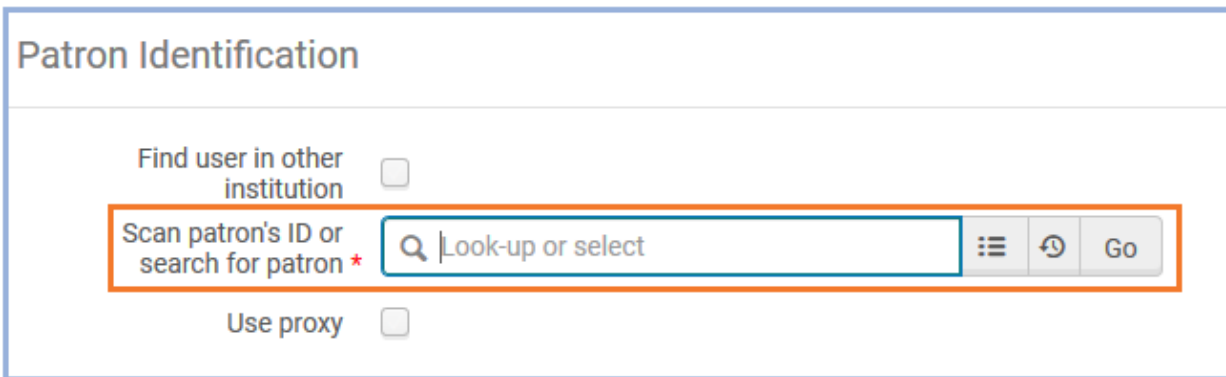
Renewing items

Alma video: [Working at the Circulation Desk](#)

1. Go to the **Fulfillment** menu and select **Manage Patron Services**.



2. Scan the patron's i-card or courtesy card in the **Scan patron's ID or search for patron** field.



3. Patron records open to the **Loans** tab by default.

Patron Services

Edit User Info Submit Request Refresh Blocks/Notes Done

Fish, Stackles

Active balance 0.00 USD Send Activity Report
 ID 20112000326602 Send Requests Report
 User group FACULTY

User Notes

1. User has 1 overdue item(s) in this library
2. User has 2 item(s) waiting for pickup at this desk.

Loans Returns Requests Network Activity

Scan item barcode *

Loan Display : Loans of this session

No records were found.

4. Make sure that the **Loan Display** is set to **All Loans**

Loans Returns Requests Network Activity

Scan item barcode * Create Item

1 - 1 of 1 Search Renew Selected Renew All Change Due Date

Loan Display : All loans

	Title	Due Date	Barcode	Fine	Loan Date	Loan Status	Item Policy	Library	Loan Notes
1	Snow show / edited by Lance Fung.	10/02/2020 18:00:00 CDT	30112073972470	-	12/09/2019	Normal	BOOK 16/4 WKS	Main Stacks	✓

- Use the **Row Action (...)** button next to the desired item and choose the **Renew** option. Alternatively, the checkboxes next to each item can be checked and the **Renew Selected** option can be used. Lastly, you can use **Renew all** to renew all items on the current page.

The screenshot shows the Alma library system interface. At the top, there are tabs for 'Loans', 'Returns', 'Requests', and 'Network Activity'. Below the tabs is a search bar with the text 'Scan item barcode *' and an 'OK' button. To the right of the search bar is a 'Create Item' button. Below the search bar is a table of loans. The table has columns for 'Title', 'Due Date', 'Barcode', 'Fine', 'Loan Date', 'Loan Status', and 'Item Policy'. The first row shows a loan for 'Snow show / edited by Lance Fung.' with a due date of '10/02/2020 18:00:00 CDT', barcode '30112073972470', and loan date '12/09/2019'. A context menu is open over the first row, showing options: 'Renew', 'Work Order', 'Loan History', 'Lost', 'Claimed Return', 'Delete Loan', 'Change Due Date', 'View Notes', 'View Queue', 'View Policies', and 'View hidden'. The 'Renew' option is highlighted.

- Alma will let you know if the item was successfully renewed. If you receive a message that the item has not been renewed, there are several possible reasons for this. For example, the patron may have reached their renewal limit for that item, or their account may have expired. Please contact [Central Access Services](#) if you need help interpreting why an item couldn't be renewed.

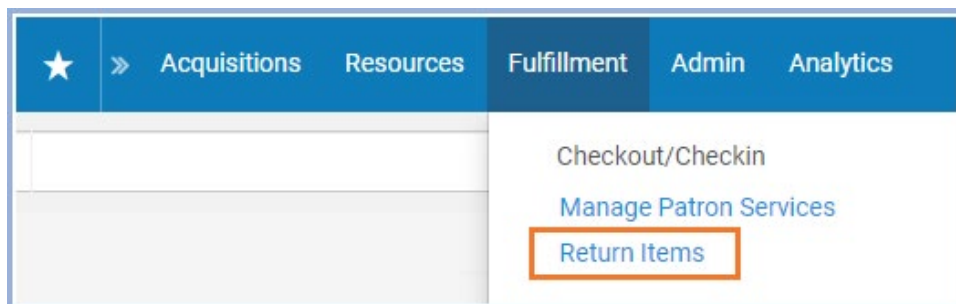
The screenshot shows a success message box with a green checkmark icon. The text reads 'Loan was successfully renewed'. Below the text is a checkbox labeled 'Collapse by default'. The message box is partially obscured by a 'patron record - contact Circulation' label at the bottom left.

Returning items

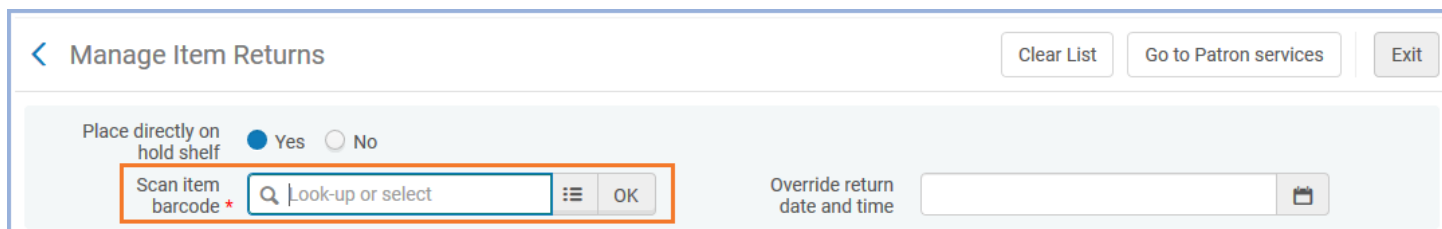
Alma video: [Working at the Circulation Desk](#)

Try it: [Basic Fulfillment Practice Exercises](#)

1. Go to **Fulfillment** and select **Return Items**.



2. Scan each returned item in the **Scan item barcode** field.



3. If the returned item fulfills a hold, Alma will show a pop-up indicating this. It should also print a hold slip, or prompt you to print one.

Alma

Acquisitions Resources Fulfillment Admin Analytics

The items destination is:

The item's destination is: **On Hold Shelf for Snape, Severus**
(20112000204221)


Ok

3/26/2020 Manage Item Returns


THIS IS AN ALMA TEST
Process it in Alma, NOT in Voyager.
Questions? Contact support@carli.illinois.edu

Location: Main Stacks - Stacks
Call Number: 808.042019 B79W

Item Barcode:
30112003357107
Writing and sense of self : identity negotiation in writing workshops /
By: Brooke, Robert,
Material Type: BOOK
Inventory Material Type: Book
Requested For: FC
Destination: Main Stacks - Main Stacks
Request Type: Patron physical item request
Request ID: 5419980710005899
Patron ID at Item's Institution:
20112000204221



Letter 51

THIS IS AN ALMA TEST
Process it in Alma, NOT in Voyager.



https://i-share-ua.alma.exlibrisgroup.com/fullaction/pageAction.do?xmlFileName=loan_fulfillment_checkout.xml&pageViewMode=Edit&operation=LOAD 1/1

Print 1 sheet of paper

Destination  HP ENVY 5000 series ▾

Pages All ▾

Copies 1

Layout Portrait ▾

Color Color ▾

More settings ▾

Print **Cancel**

4. For each returned item, Alma will automatically credit the return to the correct corresponding patron record.

Manage Item Returns Clear List Go to Patron services Exit

Place directly on hold shelf Yes No

Scan item barcode * ☰ OK Override return date and time 📅

1 - 2 of 2 🔗 ⚙️

Title	Return Date	Due Date	Barcode	Loaned Date	Patron	Next Step	Owned By Library	Loan Notes
1 Writing and sense of self : identity negotiation in writing workshops / Robert E. Brooke.	03/10/2020	04/07/2020 22:00:00 CDT	30112...	02/04/2020	Darcy, Fitzwilliam	On Hold Shelf	Main Stacks	⋮
2 Theories of cinema : 1945-1995 / Francesco Casetti ; translated by Francesca Chiostri and Elizabeth Gard Bartolini-Salimbeni, with Thomas Kelso.	03/10/2020	06/30/2020 22:00:00 CDT	30112...	01/03/2020	Fish, Stackles	Reshelve to Stacks	Main Stacks	⋮

5. Alma will also provide details about the “Next Step” for each item.

Manage Item Returns

Clear List Go to Patron services Exit

Place directly on hold shelf Yes No

Scan item barcode * Override return date and time

1 - 2 of 2

Title	Return Date	Due Date	Barcode	Loaned Date	Patron	Next Step	Owned By Library	Loan Notes
1 Writing and sense of self : identity negotiation in writing workshops / Robert E. Brooke.	03/10/2020	04/07/2020 22:00:00 CDT	30112...	02/04/2020	Darcy, Fitzwilliam	On Hold Shelf	Main Stacks	...
2 Theories of cinema : 1945-1995 / Francesco Casetti ; translated by Francesca Chiostrì and Elizabeth Gard Bartolini-Salimbeni, with Thomas Kelso.	03/10/2020	06/30/2020 22:00:00 CDT	30112...	01/03/2020	Fish, Stackles	Reshelve to Stacks	Main Stacks	...

6. When you're finished checking in items, click the **Exit** button in the upper right corner.

Placing Requests

To place a request on a patron's behalf, you may need to follow different directions based on the type of item that you're requesting. See directions below for requesting local, UIUC library items as well as I-Share items through the Automated Fulfillment Network.

Alma video: [Physical Item and Move Requests](#)

Try it: [Requesting Items Practice Exercises](#)

Requesting local items (items from any library on campus)

1. You can use the persistent search bar at the top of the page to find the item that the patron needs.

Physical titles ▾ Title ▾ bell jar X 🏠 🔍 Advanced ▾

2. You can use the facets in the left sidebar to narrow down your search.

Facets <<

Material Type ▾
Book (31)

Resource Type ▾
Book - Physical (30)
Manuscripts - Electr... (1)

Language ▾
English (30)
French (1)
Multiple languages (1)

Publication Year ▾
1970 - 1980 (7)
1983 - 1991 (7)
1992 - 1999 (7)
[+ More \(2\)](#)

3. The facets you select will appear at the top of the list of items. If you want to remove a facet, click the **X** in the circle to the right of that facet.

Physical titles | Title | bell jar

Physical Titles (1 - 7 of 7) | bell jar Save Query

Material Type: Book (7)

Publication Year: 1992 (1), 1994 (1), 1996 (1), 1997 - 1999 (4)

Sort by: Rank Secondary Sort by: Rank Expand

Resource Type: Book - Physical Language: English Publication Year: 1992 - 1999 Clear all

1 The bell jar / Sylvia Plath ; foreword by Frances McCullough ; biographical note by Lois Ames ; drawings by Sylvia Plath. Edit Record Holdings

Book By Plath, Sylvia. (New York : Perennial Classics 1999.) Language: English MMS ID: 9949436353405899
ISBN: 0060930187 and

4. After you find the correct item record, click the **Row Action (...)** button in the upper right corner and select **Request**.

7 The bell jar, a novel of the fifties / Linda Wagner-Martin. Edit Record Holdings

Book By Wagner-Martin, Linda. (New York : Twayne ©1992.) Language: English MMS ID: 9935453003
Subject: Bell jar (Plath, Sylvia) Plath, Sylvia-1932-1963-The bell jar Plath, Sylvia.-Bell jar. and others ISBN: 0805780912 and others
Series: Twayne's masterwork studies ; no. 98. Record number: 1816194-01carli_network
Modification Date: -
Creation Date: 09/10/2019 04:29:27 CDT

Physical (1) Other details

Items
Request
Publishing information
Linked Data
Add Reminder
Display in Discovery

5. In the **Request Type** drop-down menu, select **Patron physical item request**.

< Create Request Cancel Submit

The bell jar, a novel of the fifties / Linda Wagner-Martin. ▾

Institution University of Illinois at Urbana-Champaign (UIU) –Champaign and Urbana, IL

Create Request ▾

Request Type * ▾

- Booking request
- Move permanently
- Move temporarily
- Patron digitization request
- Patron physical item request**
- Staff digitization request

6. Selecting this option will expand the screen with more options to complete the request.

The bell jar, a novel of the fifties / Linda Wagner-Martin. ▼

Institution University of Illinois at Urbana-Champaign (UIU) –Champaign and Urbana, IL

Create Request ▼

Request Type * **Patron physical item request** ▼

Requester * ☰ ↻

Note

Pickup Institution * **My Institution: University of Illinois** ▼

Pickup At *

Additional Request Attributes ▼

Material Type

Date Needed By 📅

Loan Period

7. Scan the patron's ID in the **Requester** field. Next, click the **Requester** field to put your cursor in it.

The screenshot shows a 'Create Request' form with the following fields:

- Request Type ***: A dropdown menu with 'Patron physical item request' selected.
- Requester ***: A text input field containing '20112000326602'. To the right of the input are three icons: a list icon, a refresh icon, and a search icon.
- Note**: A large empty text area for additional information.

8. Then hit the **Enter** key. Once the patron's name appears in the Requester field, you can continue.

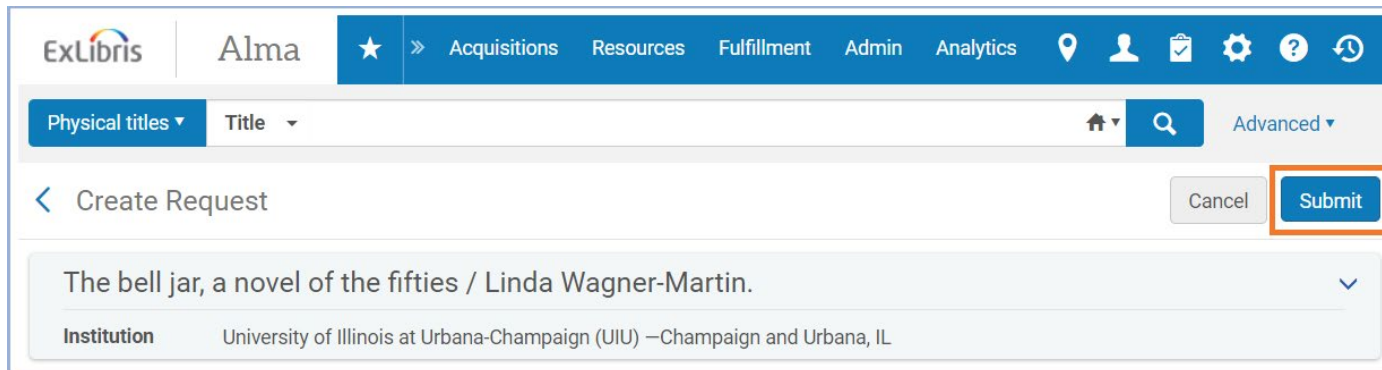
The screenshot shows the 'Create Request' form after the patron's name has been selected:

- Request Type ***: A dropdown menu with 'Patron physical item request' selected.
- Requester ***: A text input field containing 'Fish, Stackles'. To the right of the input are three icons: a close icon (X), a list icon, and a refresh icon.
- Note**: A large empty text area for additional information.

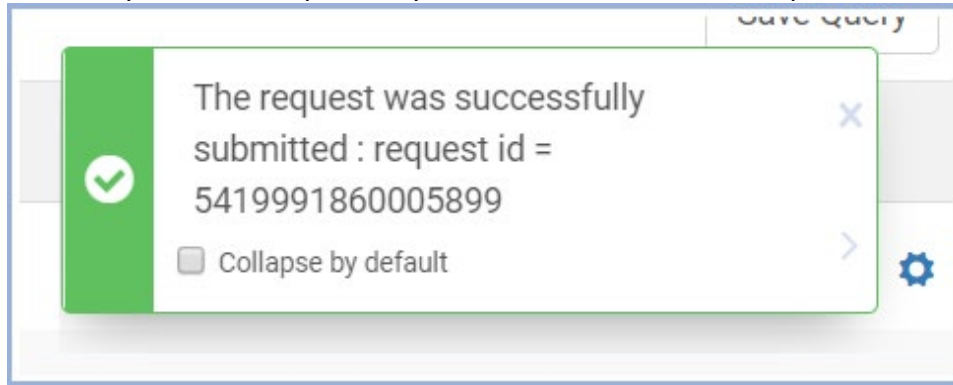
9. Ask the patron where they would like to pick up the item and select that option from the **Pickup At** drop-down menu.

10. You can also select options in the **Additional Request Attributes** section but be aware that adding these limits may mean that Alma would be unable to fill the request. We do not recommend using these fields.

11. Click the **Submit** button near the upper right corner to finish the request.



12. The system should provide you confirmation that the request has been placed.



Requesting items through the Automated Fulfillment Network (AFN)

Try it: [Requesting Items Practice Exercises](#)

1. You can use the persistent search bar at the top of the page to find the item that the patron needs. Before searching, make sure you have selected **Network** from the icon drop down menu left of the search button.

2. You can use the facets in the left sidebar to narrow down your search.

Facets <<

Material Type ▾
Book (31)

Resource Type ▾
Book - Physical (30)
Manuscripts - Electr... (1)

Language ▾
English (30)
French (1)
Multiple languages (1)

Publication Year ▾
1970 - 1980 (7)
1983 - 1991 (7)
1992 - 1999 (7)
[+ More \(2\)](#)

- The facets you select will appear at the top of the list of items. If you want to remove a facet, click the X in the circle to the right of that facet.

The screenshot shows a library search interface. At the top, there's a search bar with 'All titles' and 'Title' dropdowns, and 'Astronomy' entered. To the right are icons for search, expand, and advanced search. Below the search bar, it says 'All Titles (1 - 20 of 101) | Astronomy'. There are three tabs: 'Institution', 'Network', and 'Community'. Below that, sorting options are 'Sort by: Rank' and 'Secondary Sort by: Rank'. A filter bar shows 'Resource Type: Book - Physical', 'Language: English', and 'Publication Year: 2016 - 2019', each with a small 'X' icon to remove it. The results list two items. Item 1 is 'Astronomy / senior contributing authors: Andrew Fraknoi, Foothill College, David Morrison, National Aeronautics and Space Administration, Sidney C. Wolff, National Optical Astronomy Observatory (Emeritus)'. Item 2 is 'Astronomy today / Eric Chaisson, Steve McMillan ; with contributions by Emily Rice.' Both items show metadata like ISBN, Record number, Language, and MMS ID. At the bottom, there's a pagination control showing '1 of 6'.

- After you find the correct item record, click the **Resource Sharing Request** button in the upper right corner.

1 [Astronomy / senior contributing authors: Andrew Fraknoi, Foothill College, David Morrison, National Aeronautics and Space Administration, Sidney C. Wolff, National Optical Astronomy Observatory \(Emeritus\).](#) [Edit Record](#) [Resource sharing request](#) [...](#)

Book {Book - Physical} text; unmediated; volume By Fraknoi, Andrew, (Houston, Texas : OpenStax, [2017]) **ISBN:** 9781938168284 and others **Language:** English

Subject: Astronomy--Textbooks. Textbooks. **Record number:** 17843607-01carli_network **MMS ID:** 991018526639705816

Creation Date: 08/30/2019 17:40:43 CDT

Modification Date: -

[Electronic](#) [Digital](#) [Held by \(1\)](#) [Other details](#)

5. Scan the patron's ID in the **Requester** field. Next, click the **Requester** field to put your cursor in it.

Request Attributes

Title **Astronomy / senior contributing authors: Andrew Fraknoi, Foothill College, David Morrison, National Aeronautics and Space Administration, Sidney C. Wolff, National Optical Astronomy Observatory (Emeritus).**

Requester * [...](#)

Request Status [▼](#)

Requested Media [▼](#)

Preferred Send Method [▼](#)

6. Then hit the **Enter** key. Once the patron's name appears in the **Requester** field, you can continue.

Requester * Fish, Stackles - FACULTY - 201120003

Owner * Resource Sharing Library

Requested Format Physical

Allow Other Format

Language

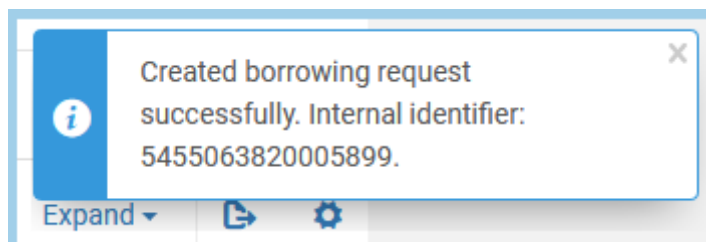
7. Ask the patron where they would like to pick up the item and select that option from the **Preferred Local Pickup** Location drop-down menu. If the patron wants it sent to a different institution, select it from the **Preferred Pickup Institution** menu and then select the location from the **Preferred Pickup Location** drop down menu.
8. Click the **Save** button near the upper right corner to finish the request.

< Resource Sharing Borrowing Request

Save and Edit Cancel Save

General Information Parameters

9. The system should provide you confirmation that the request has been placed. Patrons can monitor their requests in Primo.



Library Terms in Frequent Use at the University Library

A well-known part of working in a library is getting used to the many acronyms and other jargon in use. You can find a few different resources here for getting used to the different terms that you might see.

Alma

Alma is the staff-facing platform that we use to manage library resources and patron accounts.

CARLI

The Consortium of Academic and Research Libraries in Illinois. The consortium comprises over 145 academic and research libraries in the state, and it came into existence on July 1, 2005. All I-Share institutions are a part of CARLI, but not all CARLI institutions are a part of I-Share. A list of the CARLI libraries is available here:

[CARLI Participating Libraries](#)

Hold

If an item is on hold, it has been reserved for a patron to pick-up until a certain date. Most items will be held in the Library chosen for pick up for two weeks.

I-Share

The I-Share integrated library system serves as the online public catalog for all I-Share member libraries. I-Share provides participating libraries with an online catalog of their own collection as well as a merged, union catalog of the holdings of all I-Share libraries and supports resource sharing among participating libraries. A list and map of I-Share libraries are available here:

[I-Share Members List](#)

[I-Share Members Map](#)

InterLibrary Loan (ILL)

If an item is not available here on campus or through I-Share, patrons can request them through InterLibrary Loan. ILL locates items all over the world to fill our patrons' requests. You can read more about InterLibrary Loan services here:

[InterLibrary Loan & Document Delivery](#)

Loan

Loaning an item in Alma checks it out to a patron's account.

OPAC

Stands for Online Public Access Catalog. This is a term for the catalog that patrons use to discover resources that a library offers. Primo VE is the platform for UIUC's OPAC as well as I-Share's OPAC.

Pick slip/Pick list

Pick Slips are generated when an item is requested. It contains information about the request and can be used to pick the item from the shelf. A Pick List gives this information as well but in the form of a spreadsheet.

Primo

Primo is the patron-facing part of our library management system.

Return

Returning an item takes it off of a patron's account. Completing this process will either indicate that the item can be reshelved at your Library or transited to its lending library for reshelving.

UIUC (UIU)

This of course refers to the University of Illinois at Urbana-Champaign. It is often used to refer to all unit libraries at the University of Illinois. You can find a map with all unit libraries marked here:

[Libraries & Hours](#)

Work Order

A Work Order is an internal library request to route physical materials for internal processing. Libraries may use Work Orders for many different purposes.

Helpful Links

These links give you helpful resources for further training, Fulfillment questions, and other library services.

Resource	Link
Alma	https://go.library.illinois.edu/alma
Primo	https://i-share-uiu.primo.exlibrisgroup.com/discovery/search?vid=01CARLI_UIU:CARLI_UIU&lang=en

University Library Alma Training Resources	https://www.library.illinois.edu/staff/alma/
CARLI Alma Training Resources	https://www.carli.illinois.edu/products-services/i-share/alma/fulfillment/how-to_fulfillment
Ex Libris Alma Fulfillment Essentials	https://knowledge.exlibrisgroup.com/Alma/Training/AlmaEssentials/Alma_Essentials_-_English
Borrowing Services Overview	https://www.library.illinois.edu/borrowing/
Circulation Help	https://www.library.illinois.edu/staff/cas/
Confidentiality Policy	http://www.library.illinois.edu/circ/policies/Confidential.html
Courtesy Cards	http://www.library.illinois.edu/circ/services/courtesycards.html
Proxy Authorization Information	https://www.library.illinois.edu/borrowing/proxy/
Standard Loan Periods Chart	https://www.library.illinois.edu/staff/cas/standard-loan-periods/
Stacks Access	http://www.library.illinois.edu/circ/policies/Stacks.html

If you need Fulfillment help, contact Central Access Services!

Monday-Friday 8:30am-5pm: 217-333-8400

Weekend and Evenings: 217-244-0732

circlib@library.illinois.edu