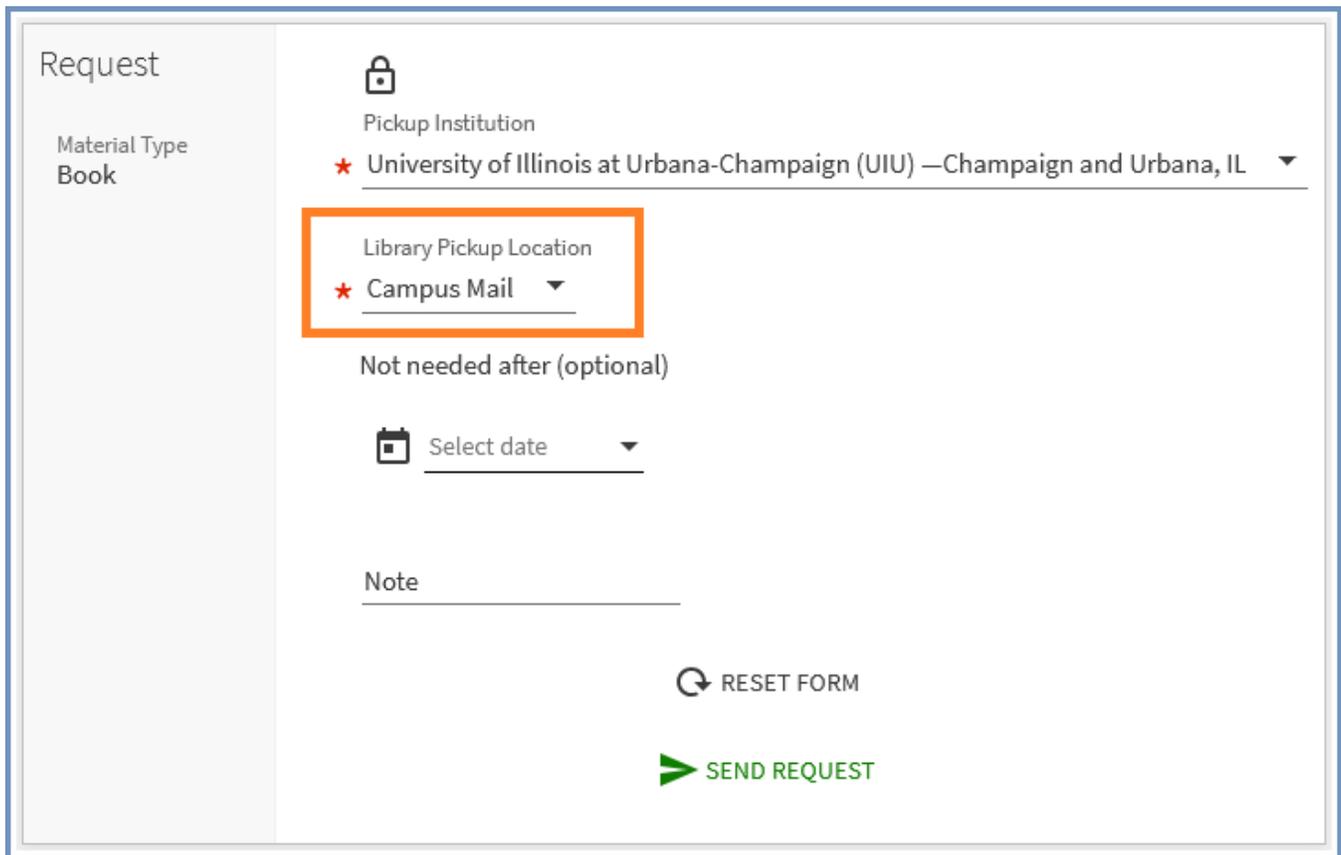


# Fulfilling Requests Going Through Campus Mail

Patrons can choose Campus Mail as a “Library Pickup Location” when submitting a request in Primo.



The screenshot shows a web form for submitting a request. On the left, a sidebar contains the text "Request" and "Material Type Book". The main form area includes a "Pickup Institution" dropdown menu set to "University of Illinois at Urbana-Champaign (UIU) —Champaign and Urbana, IL". Below this is a "Library Pickup Location" dropdown menu, which is highlighted with an orange rectangular box and set to "Campus Mail". Underneath, there is a "Not needed after (optional)" section with a "Select date" dropdown menu. At the bottom of the form, there is a "Note" field, a "RESET FORM" button with a circular arrow icon, and a "SEND REQUEST" button with a green arrow icon.

Campus Mail requests are handled much like other requests, but with some additional steps.

## Basic Steps:

- Print the Pick Slip from the “Pick From Shelf” list and retrieve the item.
- Open the “Scan In Items” screen in Alma.
  - Make sure you’ve selected "Automatically print slip" and "Register in-house use".
- Scan in the item's barcode.
  - Cancel the Transit Slip print.
- Copy the Requester ID from the “Scan In Items” screen, and use it to look up the patron in the “Manage Patron Services” screen.
  - If the Requester ID doesn’t work, look the patron up by name. (This can happen if the item is from an I-Share institution.) If there are multiple patrons with the same name, check each one’s requests until you find the patron who requested this item.
- In the patron’s account, check the User Notes for any notes about a Campus Mail address to use. Copy it if there is one.
- If there’s no Campus Mail address in the User Notes, get the patron's library barcode to use in Mailing Slip NET:
  - Click the patron’s name to bring up the “User Details” screen.
  - Open the “Identifiers” tab and copy the patron barcode.
  - Click “Cancel” or “Save” to return to the previous screen.
- Check out the item to the patron.
- Write the due date on the item’s due date slip.
- **Click “Done”** in Alma so that the patron gets a notification email.
- Print the Mailing Slip using Mailing Slip NET.
  - If the patron had a Campus Mail address in their User Notes, use that, making sure that it has the patron’s name at the top. Skip a line and scan in the item barcode. Then click the “Print Label(s)” button.
  - Otherwise, enter the patron barcode and scan in the item barcode in their respective fields. It should automatically print a slip.
- Put the Mailing Slip in the item and set it aside to be bagged.
- When bagging the item, tape the Mailing Slip to the front of the bag. Remove and shred any other paperwork with patron information that was in the item.

**Detailed Workflow:**

1. When you print Pick Slips for these items from the “Pick From Shelf” screen in Alma, the destination on the slip will be “Campus Mail”.

**Destination:** Campus Mail

**Location:** Main Stacks - Stacks

**Call Number:** Q. 383.14409 J133F

**Item Barcode:**



3 0 1 1 2 0 3 1 8 9 5 9 9 5

Flying the mail /  
By: Jackson, Donald Dale,  
Material Type: BOOK  
Inventory Material Type: Book

**Requested For:** SS

**Request Type:** Patron physical item request

**Request ID:** 48289730080005899

**Patron ID at Item's Institution:**



illinois . e s u



2. Take the printed Pick Slip to the shelf to retrieve the item.
3. Once the item has been retrieved, open the “Fulfillment” menu in Alma and open the “Scan In Items” screen. Check that it says “Yes” for “Automatically print slip” and that the box for “Register in-house use” is checked. Then scan the item’s barcode.

**Scan In Items** Manage In Process Items Exit

Scan in Items Change Item Information

**Automatically print slip**  Yes  No

**Register in-house use**

Work Order Type

**Scan item barcode \***  ☰ OK Create Item

Scan request ID  OK

  
No records were found.

4. This brings up a print preview screen for a Transit Slip to route the item to the “location” of Campus Mail. This slip is unnecessary; click “Cancel” so it doesn’t print.  
**Note:** If the item came from an I-Share institution, the Transit Slip will say the name of that institution instead of “Campus Mail”. This is expected behavior and can be ignored.
5. The “Scan In Items” screen will show information about the item and the patron. Copy the Requester ID to use for looking up the patron.

Automatically print slip  Yes  No

Register in-house use

Work Order Type

Scan item barcode \*    [Create Item](#)

Scan request ID

1 - 1 of 1

Title	Destination	Barcode	Request/Process Type	Requester	Requester ID	Place in Queue	Checked In
1 Flying the mail / by Donald Dale Jackson and the editors of Time-Life Books.	Campus Mail	30112031895995	⚠ Patron physical item request	Fish, Stackles	stackles@illinois.edu	1	<input type="button" value="..."/>

- a. If the item came from an I-Share institution, you may need to use the patron’s name (in the “Requester” column) if the Requester ID doesn’t pull up the patron’s account in Alma.

1 - 1 of 1

Title	Destination	Barcode	Request/Process Type	Requester	Requester ID	Place in Queue	Checked In
1 Cart and cwidder / Diana Wynne Jones.	Campus Mail	32211998...	Patron physical item request	DREW, NANCY	2000000...	0	<input type="button" value="..."/>

6. Open the "Fulfillment" menu and select "Manage Patron Services".
7. Use the copied Requester ID to look up the patron in the "Scan patron's ID or search for patron" field. Click on the patron's name in the drop-down menu and click "Go" to open the patron's account.

### Patron Identification

[Go to Return Items](#)
[Register New User](#)

Find user in other institution

Scan patron's ID or search for patron \*  ☰ ↻ Go

Use proxy 

Fish, Stackles - SUPT STAFF - **stackles@illinois.edu**

- a. If you had to use the name instead of the Requester ID because it was an I-Share item, and if multiple patrons show up with that name, open the accounts one at a time and check their I-Share requests until you find the patron who requested this item.

Find user in other institution

Scan patron's ID or search for patron \*  ☰ ↻ Go

Use proxy 

DREW, NANCY - GRAD STDNT - █████@illinois.edu  
 DREW, NANCY - SUPT STAFF - █████@illinois.edu  
 Drew, Nancy - LOCAL LOPRV - █████@alma

Done ⋮

**DREW, NANCY**  
ID █████@illinois.edu

🏠
👤

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- 📁 Loans (6)
- 👤 Requests (1)
- 💰 Fines and Fees

### All Network - Requests

🔄 🔍 ☰ 🔼 📄 ⚙️ ☰ ☰ ℹ️

1

**Cart and cwidder / Diana Wynne Jones.**

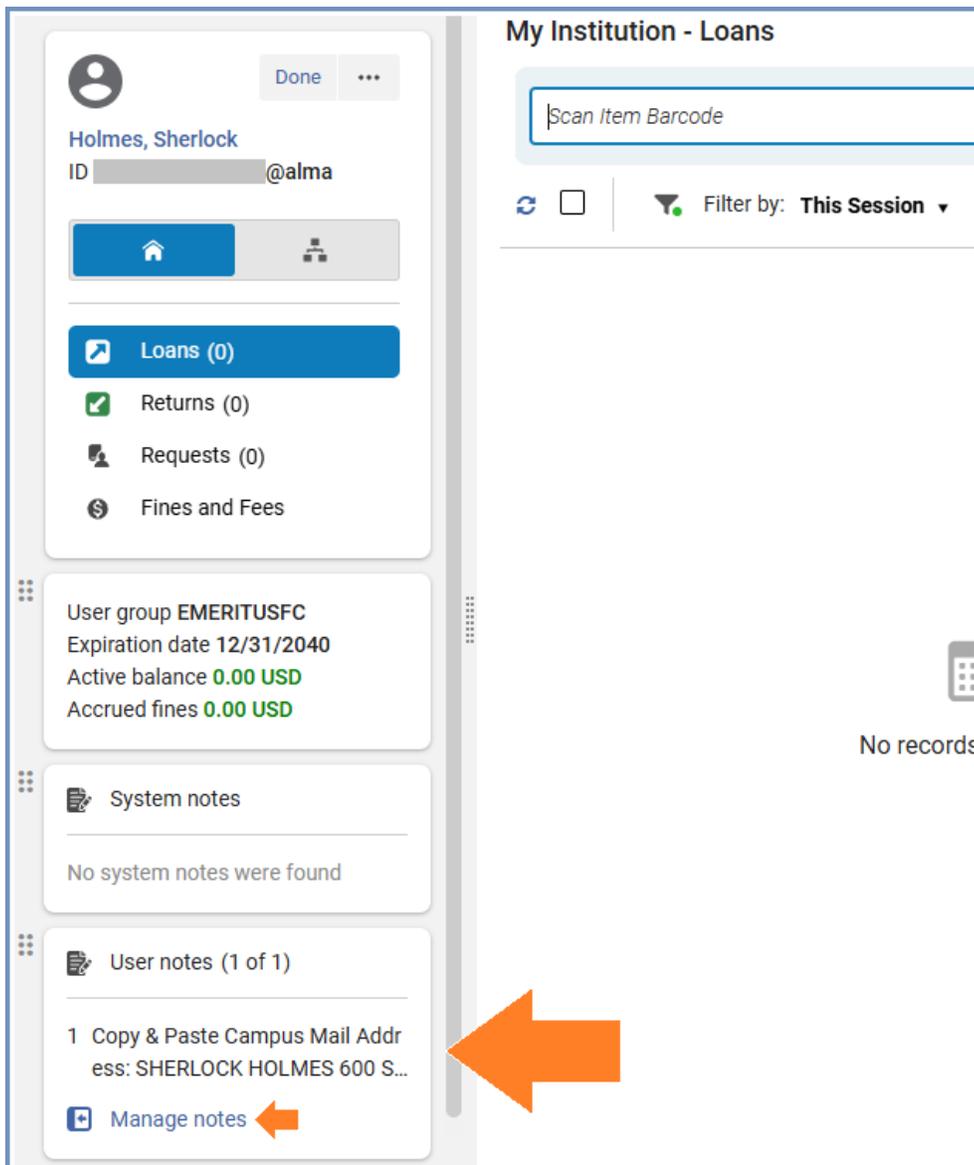
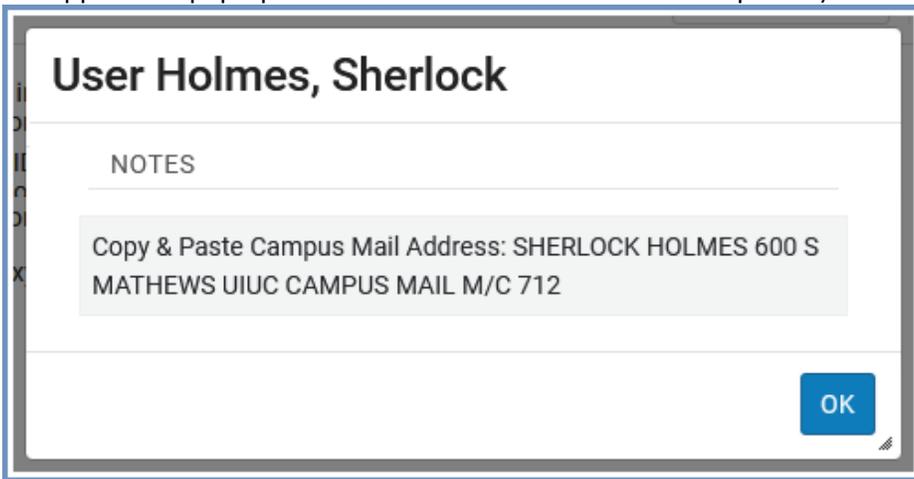
Year ©1995.

📖 Patron physical item request

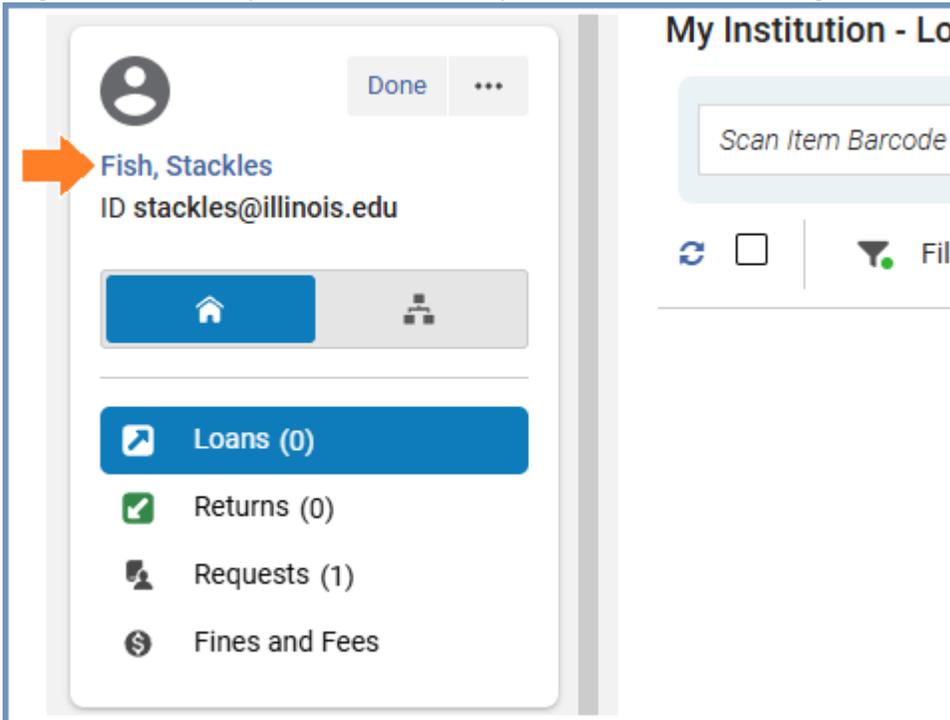
Workflow step Transit Item

🕒 Active

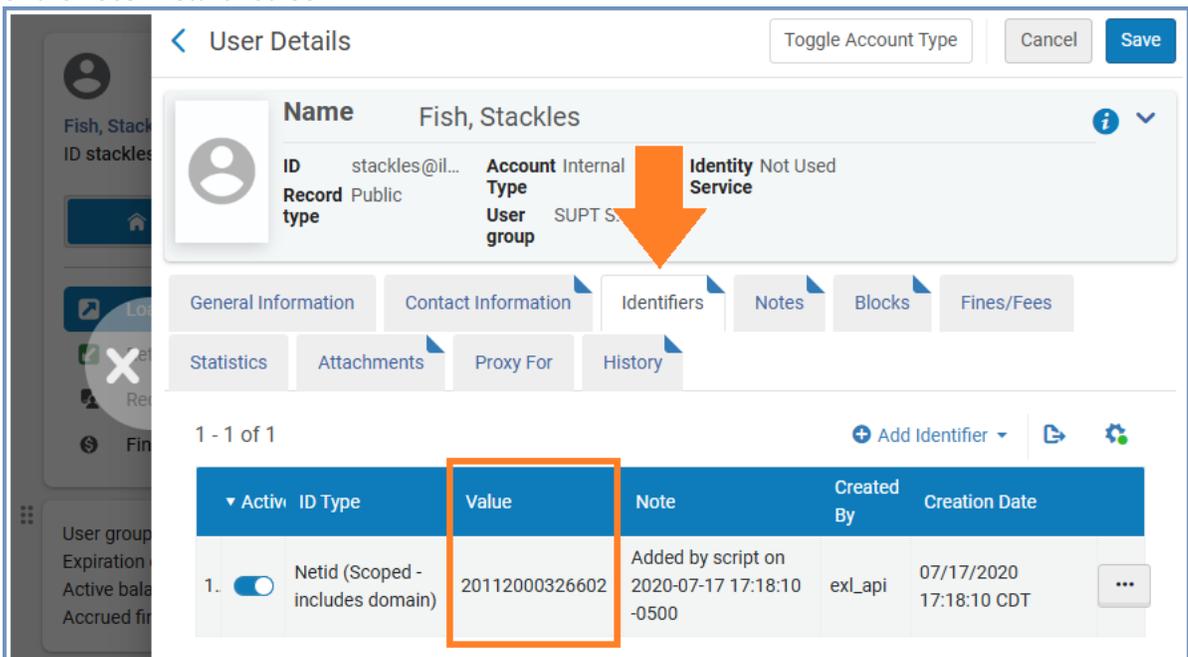
8. Check the "User Notes" field to see if the patron has a Campus Mail address listed there. If so, use that when mailing the item. You may need to click "Manage notes" to see the full address. (The address may also appear in a pop-up notification when the account is first opened.)



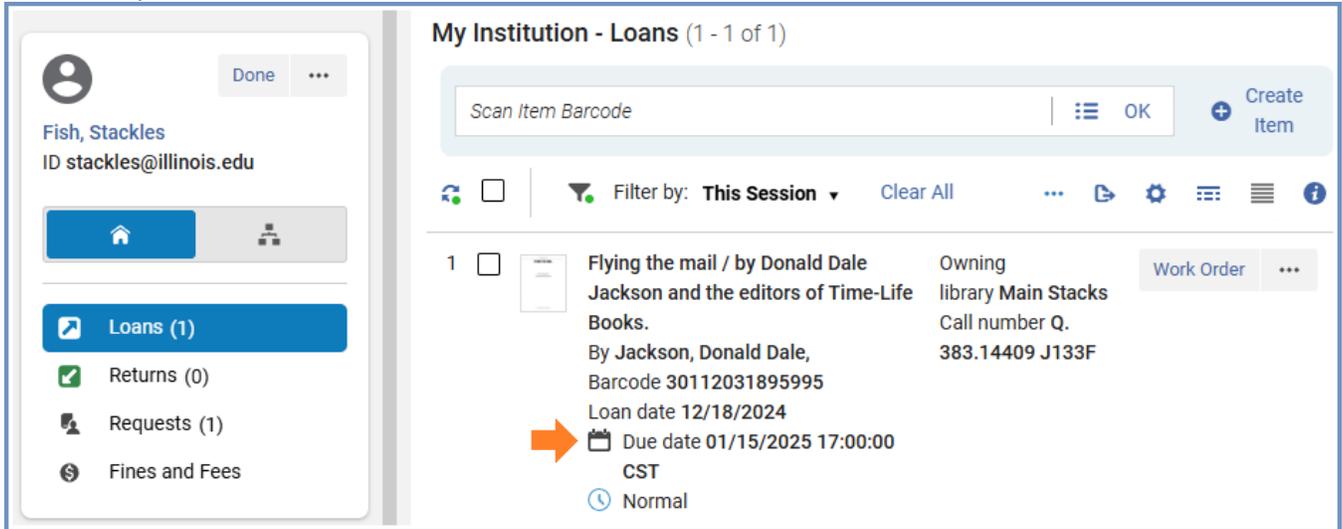
9. If there's no Campus Mail address in the user notes, then you'll need the patron's library barcode in order to print the address label.
  - a. To get that, click the patron's name in the patron information box to go to the "User Details" screen.



- b. Go to the "Identifiers" tab and copy the library barcode (which starts with 2011...). Then go back to the previous screen by clicking the "Cancel" or "Save" button, or by clicking the large "X" to the left of the "User Details" screen.

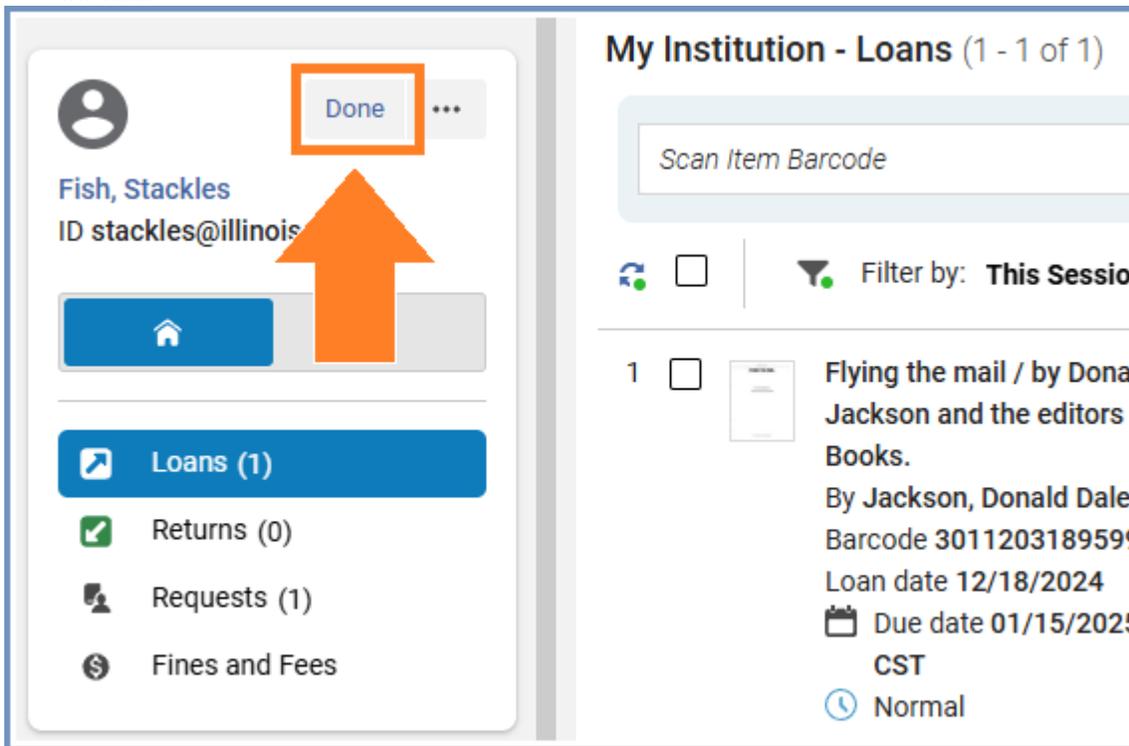


10. Check out the item by scanning it into the “Scan Item Barcode” field. Write the due date on the item’s due date slip.



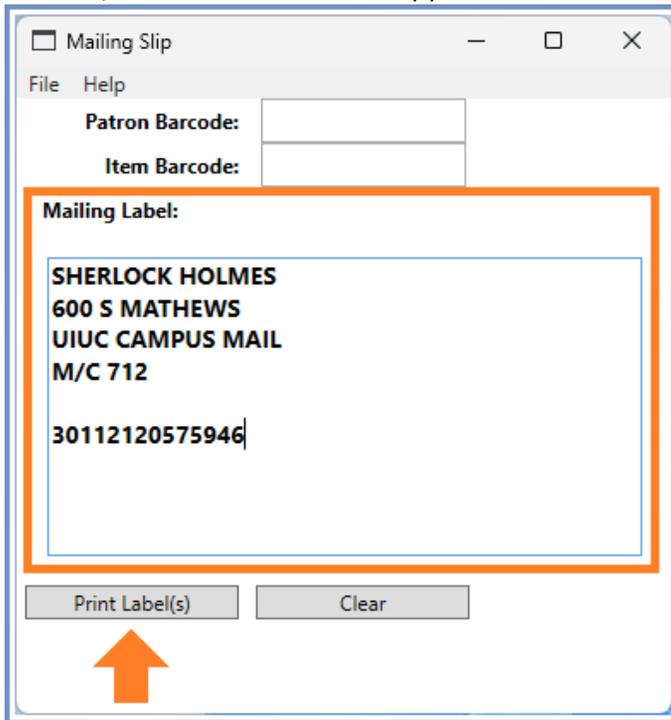
11. Then click the “Done” button to send the patron a notification email.

**Note:** If you prefer, you can check the item out to the patron first and get the information for printing the address label after that. Either way, make sure to click the “Done” button on this screen when you’re finished.

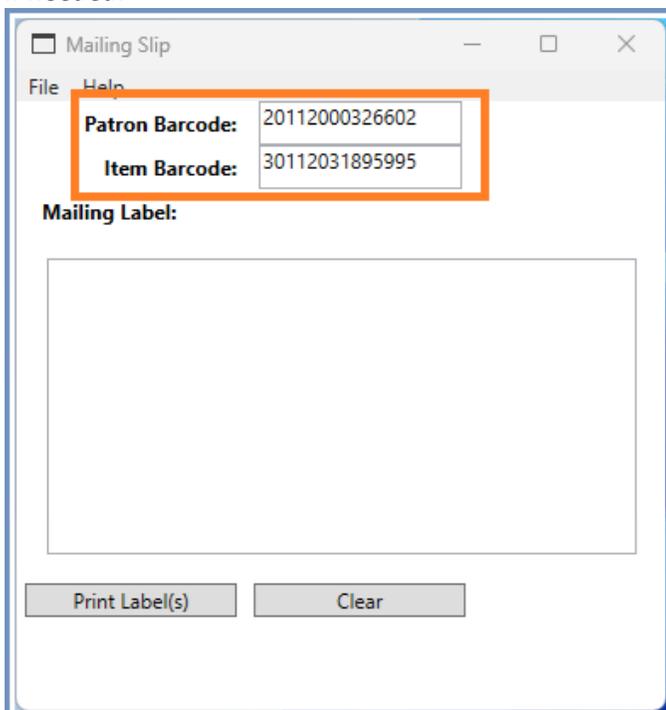


12. Open Mailing Slip NET to print the address label.

- a. If you copied a Campus Mail address from the User Notes, paste that into the large “Mailing Label” field. Make sure it has the patron’s name at the top. Skip a line after the address, scan in the item barcode, and click the “Print Label(s)” button.



- b. If you copied the patron’s library barcode, paste that into the “Patron Barcode” field. Then scan the item’s barcode in the “Item Barcode” field. It should automatically print the address label after that. **Note:** If the label doesn’t automatically print, click the Print Label(s) button. If it still doesn’t print, check the patron’s account to see if there’s anything unusual about it, and check in with a supervisor if needed.



13. Put the printed Mailing Slip in the item and set it aside to be bagged.
14. When bagging Campus Mail, remove all paperwork with patron information from the item. Tape the Mailing Slip to the front of the bag, and shred any other slips or paperwork with patron information. Don't send paperwork inside the bag that might identify the patron.  
**Note:** If there is paperwork that says it should not be removed, or paperwork indicating the condition of the item, leave that in the item when sending it. This usually comes from I-Share institutions.