University Libraries Access Services Department

Access Services Service Changes Fall 2021

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Access Services Department Strategic Plan 2018
Alma Migration Tasks for Fulfillment
Access Services Alma Fulfillment Cutover Testing
Access Services Department Alma Fulfillment Data Testing
Access Services - Updated practices to help mitigate COVID-19 and other illness exposure

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- Creating New Documentation
- Documentation Project - Round 2
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- Documentation Project - Round Jeff

Recently Updated
Access Services Department Meeting 2022-04-05
Apr 05, 2022 • updated by Kabel Nathan Stanwicks • view change

Phones
Apr 02, 2022 • updated by Ellen Abbott • view change

Borrowing Workflow
Mar 24, 2022 • updated by Angela Persico • view change
Turning ILL Lending Off
Mar 21, 2022 • updated by Kabel Nathan Stanwicks • view change

Student Employee Development and Delegation
Mar 18, 2022 • updated by Carlos Zamora • view change

SS Organizing Our Collections
Mar 17, 2022 • updated by Carlos Zamora • view change

Access Services Department Meeting 2022-03-15
Mar 15, 2022 • updated by Kabel Nathan Stanwicks • view change

Welcome to the University Libraries Student Workforce!
Mar 15, 2022 • updated by Carlos Zamora • view change

When RS Coordinator is out
Mar 14, 2022 • updated by Angela Persico • view change

Purchase on Demand
Mar 14, 2022 • updated by Angela Persico • view change

ProQuest eBook ILL Pilot
Mar 04, 2022 • updated by Gianna Ross • view change

image2022-3-4_14-29-52.png
Mar 04, 2022 • attached by Gianna Ross

image2022-3-4_12-50-33.png
Mar 04, 2022 • attached by Gianna Ross

ILL Admin Documentation
Mar 03, 2022 • updated by Angela Persico • view change

Blocking and Billing Policies
Mar 03, 2022 • updated by Angela Persico • view change

Children Display

- Accessing Electronic Reserves Pages in Blackboard (Information for Instructors)
- Accessing Electronic Reserves Pages in Blackboard (Information for Students)
- Access Services Alma Fulfillment Cutover Testing
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- Access Services Department Managers 20210706
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- Access Services Department Meeting 2022-01-19
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- Access Services Department Meeting 2022-04-05
- Access Services Service Changes Fall 2021
- Access Services - Updated practices to help mitigate COVID-19 and other illness exposure
  • Access Services Curbside Procedures (Contactless pickup)
  • UAlbany Loaner Laptop - Pick-up / Drop-off procedures
  • UAlbany Loaner Laptop - Manager Procedures for Contacting Students
  • Access Services Lending Procedures (Curbside and Contactless Pick-up)
  • Quarantine Processing for COVID-19 Procedures
- Adding/Processing Proxy Users - DRAFT
- Adding and Updating New Patrons
- Adding the Electronic Reserves link to your Blackboard course
• Adding the Electronic Reserves link to your Blackboard course (Building Block)
• Adding Web Pages to Electronic Reserves
• Alma Migration Tasks for Fulfillment
• Alma Morning Reports
• ALMA Offline Check In and Out
• ALMA Patron Problems
• Alma Physical Reserves Request Processing
  • Physical Reserves Workflow
• Appeals
• Attorney General Write-Offs
• Book Replacements
• Call Numbers and Prefixes
• Campus Location Info
• Cash/Billing Policies & Procedures
  • Claimed Returned
• Checking In Items at Circulation
• Checking Your Schedule
• Circulating Noncirculating Materials
• Closing, Science procedures
• Create Hold in Alma
• Creating New Documentation
• Daily Cash Handling
• Damaged Items
• Disabling/Enabling Periodicals Alarm
• Distance Patrons
• Emergency, Science evacuation procedures
• EMERGENCY PROCEDURES: MEDICAL, PERSONAL SAFETY INCIDENTS & BOMB THREATS IN THE LIBRARIES
  • FIRE AND EMERGENCY EVACUATION FOR THE UNIVERSITY LIBRARY
• EMS Building Hours
• EMS Desktop Instructions for Standish Room Reservations
• Equipment Lending (Jenna)
• Fines, payment procedures
• Fire Evacuation Procedures Science
• Fixing ILLiad Processing Mistakes
• Glossary of Library Terms
• Group Study Room Paging
• Group Study Rooms
• Guest Logins
• How-to articles
• IFR Invoicing in PeopleSoft
• ILL Admin Documentation
  • Alma Lending Requests - Failed Locate
  • Blocking and Billing Policies
  • Queues to Monitor
    • Borrowing Queues
    • Borrowing Workflow
    • Doc Del Queues
    • Purchase on Demand
    • Lending Queues
    • Lending Workflow
  • Tracking lost packages
  • When RS Coordinator is out
• ILLiad & IDS Logic Configuration & Workflows
• ILL Processing During COVID-19 Shutdown
• Incident Reports (Aaron)
• Institutional Interlibrary Loan Request Forms (LWeb)
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• Interlibrary Loan End of Year Statistics
• Inventory
• Invoicing for Lost ILL Material Loaned to Other Libraries
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• LibCal Curbside Pickup Calendar
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  • Access Services Department Meeting 20190424
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• Agendas and Minutes
  • Circulation_Working_Group_Meeting_060810
  • CWG_Meeting_041310

• Meeting Agendas and Minutes
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    • Department_Meeting_072309
    • Department_Meeting_080409
    • Department_Meeting_081809
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  • 2010 Circulation Council
  • Circulation_Council_Meeting_093010

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  • 2011
    • Circulation_Department_Meeting_031011
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    • Circulation_Department_Meeting_061411
    • Circulation_Department_Meeting_080311
    • CWG_Meeting_Notes_2011.08.02

  • 2011 Circulation Working Group

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    • Access_Services_Department_Meeting_20130718

  • 2014_Department_Meetings
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    • Access_Services_Department_Meeting_20140423
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- Access Services Department Managers Meeting 2019-05-29
- Access Services Department Managers Meeting 20210128
- Access Services Department Meeting 20190227
- Access Services Department Meeting 2020-06-12
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- Access Services Department Meeting 20210810
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- Missing Book Report for Claimed Returned/never Borrowed Items
- Modifying Holds
- Morning MyUAlbany Reports (PeopleSoft)
- MyUAlbany & ALMA Blocks (Service Indicators)
- New Patron Registration
- NOTES for Finals Preparation
- Not On Shelf Requests, Citation & Copyright Problems, etc.
- Ordering IFLA Vouchers
- Organizing Electronic Reserves Materials Using Tags
- Outgoing Lending Requests in Alma
- Page Index
- Patron Confidentiality
- Periodicals
- Periodicals_Door_Alarm_Instructions
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- Phones
- Forward Voicemail Message
- Physical Reserves
- Printing Barcodes - DRAFT
- Processing New Books
- Processing New Reference Materials
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  - Reorganization Project
- ProQuest eBook ILL Pilot
- Public Equipment
- Reactivate Previous Electronic Reserves Course Material
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  • Recalls, overview
• Requesting an Invoice from the Copyright Clearance Center
• Requesting Book Chapters for Electronic Reserves
• Requesting Journal Articles for Electronic Reserves
• Requesting Physical Materials via Electronic Reserves
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  • Reserves - End of Semester
• Resetting ULIB Security Gate People Counters
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  • Article Scanning in Adobe (To Do)
  • Caiasoft Retrieval Request File
  • CDLC Email Requests
  • Change Hold Pickup Location - NEEDS TO BE EDITED
  • Completing Outgoing Lending Requests in Alma
    • Outgoing Lending - Incorrect Processing
  • Completing Outgoing Lending Requests in ILLiad
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  • Awaiting Article with ISBN Processing
  • Awaiting Lender Address Match
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  • Awaiting Renewal Request Processing
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  • Electronic Delivery
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  • How to Interpret Item History
  • Multivolume Review Part 1
  • Online vs. Print Journal Access
  • Ready to be sent - add patron to ILLiad
  • Renewed by Customer Rapid fix
  • Reprint Alma Borrowing Return Address
  • Second Renewal
  • Staff Review
• Restore Item in Alma
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  • Role Expectations
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• Science Opening Procedures
• Searching ALMA
• Searching PRIMO - Regular Loan and Reserves
• Security Gate, procedures
• Service Animals Overview
• Service Rotation Scheduling
• Shelving - Step by Step
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  • ULIB Periodical Room Map
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