When it comes to lending requests from other libraries, multiple volumes associated with a title will often end up in the *Awaiting Multi Volume Staff Review* queue for a variety of reasons. This guide will walk you through three of the main reasons and highlight some others.

1. Open up ILLiad.
2. Go into the *Awaiting Multi Volume Staff Review* queue.
   a. Open the request at the top of the queue.
   b. The basic information you should see is the call number, location, and whether or not there are multiple volumes.
      i. This field is automatically populated from what’s in Alma. With a multiple volume set, you may see volume 1, volume 2, etc..., or sometimes just “multiple volumes available.”
   c. Copy the “Call Number.”
3. Log in to Alma.
4. In the search bar, paste the call number and search under “Physical Title” and “Permanent Call Number” to narrow the results.
5. Find the matching catalog record by checking the information in Alma against the information in ILLiad.
   a. Click **Physical**, and then click **Items**.
   b. Check the description field to see how many volumes are listed. It could be possible that there are more volumes in a set and that we only own part of it, so we’ll return to ILLiad to do some investigating.
6. In ILLiad, we go to the OCLC tab and select the magnifying glass next to the OCLC number to search the title record of holdings we have. Verify that we have the full collection.

Once we have this information, there are two ways we can contact the requesting library.

1. If they are an OCLC library, select **Conditionalize Request**.
2. For a RAPID library, go to **Send Notification** and then select **Contact Borrowing Library**.
   a. These actions will generate an email, within which we’ll highlight “<Note>”, inform them it’s a multi-volume set, and inquire which volumes their patron wants.
   b. Once this step has been completed, click **Send** and the request is closed and routed to the *Awaiting Response From Library* queue. When a return email is received, Angela will go in and modify the request based on the patron’s follow-up information.
3. Occasionally volume requests will be within the title. In such a case, copy and paste the information from the title field in ILLiad into the search field in Alma under “Physical Title” and “Keywords.” Remove information not relevant to the title, such as the volume number.
   a. Ensure the records match.
   b. Click **Physical**, and then **Items**.
   c. Once again, if there are multiple volumes then we want to verify which volume the patron is requesting.
   d. Copy the requested volume’s call number and description field in Alma, and paste it into the “Call Number” field in ILLiad.
   e. Return to Alma to copy the barcode, and paste that into the “barcode” and “item number” fields in ILLiad.
   f. Click **Finished Searching** and the record will close and be moved into the proper queue to be printed, searched, and pulled.

Some requests may end up in the wrong queue.

1. A request’s location may show as Periodicals, and have no indication of a volume. There is a lot of information in the title, all of what we can see points to this being a journal, which we do not lend.
2. Click the **Article Info** tab for citation information to verify that this is not loanable.
3. Click the “Article” bubble in the box with the information that pertains to the lending library’s policy.
   a. A text box will appear to ask if you want to overwrite the information in the article fields. Select **No**.
   b. Move the page numbers one box down from “Issue” to “Pages.”
   c. Click **Finished Searching** to close the record and send it to the correct queue.