PHD Study Carrel Assignments

This guide is used to manage and assign PhD Study Carrels in the University Library after requests are received in the LibAnswers ticketing system.

- Verify eligibility
- Find an available carrel and check out to user
- Handing off key to user
- Email Text
- Closing LibAnswers Ticket

Verify eligibility

1. Log into Alma
2. Search Users for the name of the student making the carrel request, open the user record and select the notes tab, verify that the note indicates the user is a PHD student (note will indicate GPHD in the note that contains four-letter eduperson codes). Ask a department manager to check the student's degree program in PeopleSoft if you are unable to verify the degree.

Find an available carrel and check out to user

1. Search Physical Items by Title for "PHD STUDY CARREL" to pull up the study carrel record
2. Select more actions (ellipse button on the right), and select items
3. Find a key that is not on loan (fill all empty carrels before doubling up carrel occupants)
4. Pull key from the carrel key box in LI-119 and check it out to the patron in Alma
Handing off key to user

1. Place key in envelope with users name and note that envelope contains key and the room number (e.g., Norm MacDonald: PHD Carrel Key Room 300); place envelope on hold shelf
2. Email the student using the circulation@albany.edu email address to notify them that their key is available for pickup. Include the carrel room number assignment in the email message.

Email Text

Thank you for applying for a PhD study carrel in the University Library. We have processed your request for a study carrel, and your key is now available for pickup at the University Library service desk. Please bring a photo ID with you when picking up your key. You have been assigned carrel number: ___

Closing LibAnswers Ticket

Close the key request ticket in LibAnswers once the PhD carrel is assigned and the user is notified for key pickup:

1. Select the appropriate ticket
2. Scroll down the the reply/note/transfer tabs
3. Select the Post an Internal Note tab
4. Type, "Carrel assigned to user:" in the text space.
5. Select Submit as Closed from the Submit button options (bottom of page)
Carrel assigned to user.