Retrieving/Paging/Pulling

Several of our services require that individual items be retrieved (aka "paged" or "pulled") from the shelves and brought to the circulation office for processing.

These items end up:

- Held behind a service desk for patrons to pick up (aka "on hold").
- Getting transferred to other library branches or delivered to homes and campus offices.
- Getting scanned and sent electronically through our digital Inter-Library Loan service.
- Being physically mailed out to other libraries through our physical Inter-Library Loan service.

Various types of informational paper slips are printed and inserted into items that are to be pulled, based on the above situations.

Pulling Items for Hold or Transfer

“Pick slips” (below) from the “Alma pick list” are used for items the Libraries own, which are to be placed on hold for patrons to pick up at a circulation desk:

The barcode for each item MUST match what is listed on the slip.
(Sometimes we have multiple copies of an item with the same call number, but there is only one unique barcode attached to each item in the library.)

Once pulled, these items are dropped off at the circulation desk for a staff member to process and either:
(a) place on hold for patrons to pick up at the Main Library, or (b) place in transfer bins to be sent to another UAlbany Library branch.

Inter-Library Loan (ILL)

1. Horizontal Slips: Electronic Delivery

Electronic delivery refers to the process of retrieving items from our collections, scanning specific pages of those items, and sending them digitally to patrons. To page these requests, we use horizontal slips (pictured below). Notice that these slips include information for specific pages inside a book. Once pulled, horizontal slips are inserted into the book just before the first page of the article or chapter being requested. Staff then scan these articles and send them electronically to patrons.
2. Vertical Slips: Physical InterLibrary Loan (ILL)

Physical interlibrary loans are our items that are mailed to other libraries for patrons to check out and use. To page these requests, we use vertical slips (shown below). These slips can be inserted anywhere inside of the item pulled since we will be sending the entire item by physical mail – just don’t place the slip at the very front of a book, or it may slip out.

The Process of Pulling:

1. A staff-member will assign you to pull items from a specific floor, and they will give you a group of paper slips. These may be a combination of pick slips (Alma) or ILL slips.
2. You then organize these slips by collection and then by call number.
3. Fill out the first half of a pulling ticket, which is an electronic form located as a tab in Microsoft Teams. Skip the second half of the form by selecting "next," and then "submit."
4. Pull the items described in each ticket, in order. It should take you between 30 seconds and one minute to locate each item. Place the pull slips in their corresponding items.
5. Return to the Student Workforce Desk and give the full-time staff member the items you pulled.
6. Fill out the second half of a pulling ticket, which is an electronic form located as a tab in Microsoft Teams. Skip the first half of the ticket by selecting "next," and then fill out the second half. Then, select "submit."
7. Give the slips for any items you could not find (sometimes called “Not Of Shelf” or “NOS”) to the full-time staff member assigned to student delegation.
8. When you get the go-ahead from the supervisor, ILLs get placed on the book truck by the scanning station in LI-119 (the station that is adjacent to the refrigerator).

Can’t Find It? Investigate!

- **Above/Below/Behind:** If you cannot find the specific title, look on the shelves above, below, and next to where the title is supposed to be.
- **Circulation:** Was it just checked in? If so, it may be behind the circulation desk or by preshelving.
- **Similar Call Numbers:** You can also check similar call numbers in the main collection or the same call number in other collections.