

How do I process digital lending requests?

Answer

Alma resource sharing groups article and book chapter lending requests together as digital lending requests. The digital lending workflow is comprised of two parts:

1. [Selecting items to be scanned/downloaded](#)
 - o [Electronic Items](#)
 - o [Physical Items](#)
2. [Delivering scanned/downloaded items](#)

Your Alma account will need the following user roles to process digital lending requests.

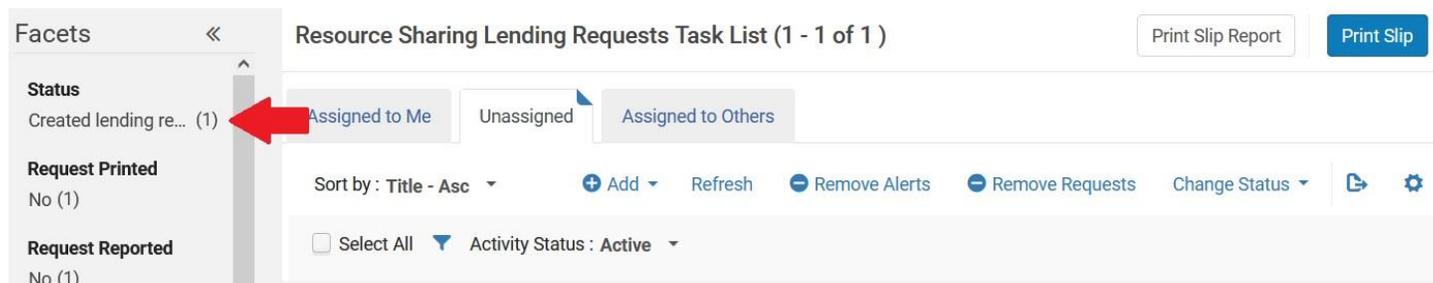
- **Circulation Desk Operator** - scoped to library & circulation desk
- **Fulfillment Services Operator** - scoped to library
- **Requests Operator** - scoped to library & circulation desk

Digital lending requests will end up in either the Borrowing Request Created or Locate Failed status. If a digital lending request ends up in the Locate Failed status, you can resolve the locate failure using the [same workflow you'd use for a physical lending request in the Locate Failed status](#).

Once you click the Manage Fulfillment Option link for a request, the lending request will be automatically assigned to you unless you have turned that feature off. To turn the lending auto-assign feature off, go to Configuration | Fulfillment | General | Other Settings and change the rs_disable_lending_auto_assign setting to "true".

Selecting Items to be Scanned/Downloaded

1. Go to Fulfillment | Lending Requests and then click the Created Lending Request facet.



2. Click the ellipsis next to the request and then click the Manage Fulfillment Options link. You'll be taken to the Manage Resource Option page. The next step will depend on whether there are [Electronic Services](#) or [Physical Services](#) for the requested item.

Resource Sharing Lending Requests Task List (1 - 1 of 1)

Assigned to Me | Unassigned | Assigned to Others

Sort by: Title - Asc | Add | Refresh | Remove Alerts | Remove Requests

Select All | Activity Status: Active

1	<input type="checkbox"/>	The Beatles at Woodstock/Popular Music and Society Article (Other Serial - Electronic) (Abingdon, Oxfordshire [etc.] Taylor & Francis Group etc) ISSN: 1740-1712 and others LCCN: 72627179 Volume (article): Vol: 43 Iss: 2 Partner: North Country Community College Pages: 188-200 Subject: Arts and Humanities--General and Others -- Arts and Humanities--Performing Arts, Travel and Leisure -- Arts and Humanities--Society and Culture MMS ID: 996295101904825	External identifier: 1//01SUNYNOR0002079 Request Status: Created lending request Resource Locate Status: Resource Located Requested Media: Any Request Printed: No Request Reported: No Requested Format: Digital Creation Date: 07/18/2022 12:54:31 EDT Update Date: 07/18/2022 12:54:31 EDT
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- Print Slip
- Manage Fulfillment Options
- Duplicate
- Reassign
- Search
- Detach from MMS
- Reject
- Ship non-returnable
- Ship Item Digitally
- Will Supply
- General Message
- Status Query
- Conditional

Filling Requests from Your Electronic Subscriptions

If a digital lending request can be filled from an electronic subscription, you will see links to electronic collections in the Electronic Services section of the Manage Resource Options page.

1. Click the electronic collection link listed in the Electronic Services section of the Manage Resource Options page. If you are seeing multiple links for electronic collections, click the link for the collection you prefer to use. Once you click an electronic link, you should be taken directly to the requested article or to the journal containing the requested article (this will depend on whether the vendor allows directly linking to articles from within Alma).

If clicking the electronic collection link does not bring you to the requested article or journal, please try the other links listed under Electronic Services. If none of those other links bring you to the requested article or journal, or if there are no other links listed under Electronic Services, please try searching for the requested article in Primo. If that doesn't work, please reject the request using the [same workflow for rejecting physical lending requests](#).

Resource Options

Electronic Services

1 - 3 of 3

Electronic Collection: Service type		
1	Taylor & Francis Social Science and Humanities Library : Full Text	...
2	EBSCOhost Academic Search Complete : Full Text	...
3	EBSCOhost Humanities Source : Full Text	...

Digital Services

Physical Services

2. Once you have found the requested article, download the file and save it to your desktop or some other easily accessible directory. We recommend using the request's external identifier as the file name. Once the file has been saved, please move on to the [delivery portion of the digital lending workflow](#).

Filling Requests from Your Physical Collection

If a digital lending request can be filled from your print collection, you will see items listed in the Physical Services section of the Manage Resource Options page. You will need to place a ship digitally request on the item containing the chapter or article. The workflow for placing a ship digitally request will vary depending on whether the request is for a [book chapter](#) or a [journal article](#). Once you've placed the ship digitally request on the item, please move on to the [printing pull slips and scanning requested items](#) section of the workflow.

Book Chapter Requests

1. Click the ellipsis next to the requested item and then click the Request link. The Create Request page will open.

Physical Services

1 - 1 of 1

Library	Location	Call Number	No. of Items	Available	
1.. Sojourner Truth Library	Stacks	ML421.B4 N65 2005	1	1	...

Requests

View Items Request

2. Select Ship Digitally from the Request Type dropdown, select a digitization department from the Managing Department dropdown, and then click the Submit button. This will take you back to the Manage Resource Options page (you can then use the back arrow to return to your Lending Requests list). The request status will change to Being Processed, and the requested item will be added to your Pick From Shelf list.

< Create Request Cancel Submit

Shout! : the Beatles in their generation / Philip Norman. ↑ 3

Institution SUNY New Paltz

Create Request

Request Type * Ship digitally ← 1

Note

Partial Digitization

Managing Department * Front Desk ← 2

Print Journal Requests

1. Click the ellipsis next to the collection containing the requested journal and then click the Request link.

Physical Services

1 - 1 of 1

Library	Location	Call Number	No. of Items	Available	
1 Empire Shared Collection (ESC)	Non-Circulating Collection	-	30	30	⋮

Requests → View items
Request

2. Select Ship Digitally from the Request Type dropdown. Other request fields will then appear. Select the requested volume from the Description dropdown, select a digitization department from the Managing Department dropdown, and then click the Submit button.

Gerontology & geriatrics education.

Institution University at Buffalo

Create Request

Request Type * Ship digitally ← 1

Cataloged items Another issue

Year

Volume

Description * v.1 (1980/1981) ← 2

Note

Partial Digitization

Managing Department * Digitization Department For Institution ← 3

4 ↑

[Printing Pull Slips and Scanning Requested Chapters/Articles](#)

1. Once you have placed a ship digitally request on an item, that item will appear on your Pick From Shelf list with a request type of "Ship Digitally". You can print your pull slips using the [same workflow you'd use to print pull slips for physical lending requests](#). The chapter/article info should appear on the pull slip.

Once you've pulled the requested item, scan the requested article or chapter and save the file to your desktop or some other easily accessible directory. We suggest using the request's external identifier as the file name. Once the file has been saved, please move on to the [delivery portion of the workflow](#).

If you are unable to find the requested item or if you can't fill the request for any other reason, please reject the lending request using the [same workflow you'd use to reject a physical lending request](#).

Delivering Scanned/Downloaded Items

1. Once the requested item has been scanned or downloaded, click the ellipsis next to the request and then click the Ship Item Digitally link.

Resource Sharing Lending Requests Task List (1 - 1 of 1)

Assigned to Me | Unassigned | Assigned to Others

Sort by: Title - Asc | Add | Refresh | Remove Alerts | Remove Requests | Print

Select All | Activity Status: Active

1 **Journal of urban history.**

Article (Journal - Electronic) text; computer; online resource By Urban History Association, ([Thousand Oaks, Calif.] : Sage Publications 1974)

ISSN: 1552-6771 and others
OCLC Number: 40810382
LCCN: 2004214333
Volume (article): Vol: 37 Iss: 4
Pages: 541-561
Subject: Cities and towns--History--Periodicals. -- Villes--Histoire--Périodiques. -- Cities and towns. and others

External identifier: 1//01SUNYNOR0001130
Request Status: Created lending request
Resource Locate Status: Resource Located
Requested Media: Any
Partner: North Country Community College
Request Printed: No
Request Reported: No
Requested Format: Digital
Creation Date: 12/07/2020
Update Date: 12/07/2020

Ship Item | Edit | ...



2. Upload the scanned file the Alma by either clicking the Browse link or dragging the scanned file into the Drop Files Here box. Once the file is finished uploading, click the Ship button.

< Document Delivery | Cancel | Ship

The Pied Piper of the Ghetto: Lyndon Johnson, Environmental Justice, and the Polit...

Requester	Library and Learning Resource	Notes
Additional Information	-	-

Request ID: 1//01SUNYNOR0001130

Files

External file URL (optional)

Drop files here, or [browse](#).

