Getting to Know Alma – Fulfillment
Requests

Hello, requests allow patrons to put holds on items that they want to pick up later or are already checked out to another patron.

In this session, you will learn how staff can place item requests on behalf of a patron, and how patrons can place requests in Primo VE.

First, let's see how you can place an item request on behalf of a patron. A patron has called and asked to put a hold request on a book. In Alma, you’ll search for the item. When you find it, click Request. Here you can select the type of request such as a move, digitization, or patron request. In this case you’ll select Patron physical item request because you are putting this book on hold for a patron to pick up. You would then fill out the information for the patron and click Submit.

The request has now been placed, and the patron will be able to see it when they login to their account.

Next, let's see how patrons can place requests for themselves in Primo VE. Once users are logged in, they can place a number of different types of requests in Discovery.

They’ll start by searching for their item. Then when they locate and open the item record that they want to place a request on, there are options on how they can place requests.

These options can be customized by your library. Including placing request on a physical or electronic item, a digitization request for a section, chapter, or article, or purchase request for an item that they would like the library to consider buying. As well as choosing what resources to display including electronic resources and databases. When they click on the type of request they would like they’ll be prompted to enter the details for pickup; and then click Send Request, when they’re done.

Back in Alma, library staff will be notified of the patron's request in their incoming tasks, via the Tasks widget or the Tasks menu on the top ribbon.

You now know where to place requests in Alma and how patrons can place requests in Discovery. Thanks for watching!