What is the RRS-OFFCAMPUS user?

The A Team uses the RRS-OFFCAMPUS user to place requests for books needing to be recalled for pickup at an off-campus site. For each recalled item, two requests exist, one is the patron initiated request and the other is the A Team initiated RRS-OFFCAMPUS request. The patron's original request number and delivery location are recorded by the A-Team in the RRS-OFFCAMPUS request’s Additional Info field. For these requests, ALEXANDER is always used as the pick up location, so RDS staff at ALEX will receive and process all holds for the RRS-OFFCAMPUS user. Staff at other units may encounter these books if a patron returns a recalled item to their unit. Once discharged the item will be routed to ALEX.

How do I process RRS-OFFCAMPUS items that I receive?

1. Using the Display Requests wizard, search by the User ID RRS-OFFCAMPUS. Make sure the Request Type, Status and Service Library are set to ALL.

   ~ You will not find out any information about the request by looking at the book’s record because the hold attached to it is for RRS-OFFCAMPUS, rather than for the patron who requested the item.

2. From the listing of current requests, view each one until you locate the request for the item you have in hand.

   ~ This request exists as a means to recall items for processing at Alex. It includes the request number and pick up location for the actual request that needs to be filled.

3. In the Additional Info field, under the Request tab, you will find the patron’s request number and pick up location. Make a note of both pieces of information.

   ~ Select Modify This Request and modify the RRS-OFFCAMPUS request status to filled (Ctrl + L).

   ~ Select Lookup Another, and enter the request number previously noted, to view the patron’s request. Note their name and verify their affiliation and pick up location.
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~Select Modify This Request, and change the request’s status to filled (Ctrl+L).

~Make sure you remember to update the status of both the RRS-OFFCAMPUS request and the patron’s original request, regardless of whether the request was filled or unfilled.

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~Remove the hold for RRS-OFFCAMPUS that is attached to the book, before charging it to the patron.

~Charge the book to the patron and make note of the due date.

~Fill out an Off Campus Delivery Band and attach it to the book and send it to Shipping and Receiving.