

MnLINK Gateway Processing Workflow Suggestions

It is important for you to check items in your *lending* and *borrowing queues* so requests can be processed as efficiently as possible, and, more importantly, to get the material in the hands of the end user.

Here are some guidelines for checking your work queue items.

HIGH PRIORITY - check these daily

Borrower *New*—Requests will back up here if not processed on a daily basis.

Lender *Standard Pick List*—This file needs to be processed daily.

Borrower *Recall*—It is very important to respect the needs of the lending institution, contact your patron and have the material returned as soon as possible.

Lender *In Process*—Requests which you have marked *Will Supply* will need to be managed carefully, make sure that the request is filled, or move it along to the next Lender.

Borrower *Conditional*—Requests will back up here if not processed daily.

Lender *Renew*—These are quick and easy to process, respond *yes* or *no* depending upon local policy.

Lender/Borrower *Messages*—Important information may be passed along, so please respond when necessary.

MEDIUM PRIORITY (Common courtesy, process these regularly but not necessarily everyday)

Borrower/Lender Cancel Pending—This is important to respond to so the other party can complete the request.

Borrower Not Supplied—Requests that need to be completed manually, otherwise they will stay on the patron account

Borrower/Lender Cancel—Requests that need to be completed manually, otherwise they will stay on the patron account

LOW PRIORITY (Check periodically - some of these files take care of themselves)

Overdue notices are a time consumer, most will clear themselves. Consider processing these for payment periodically (every 2 months or so). You do need to watch them closely enough to notify patrons when their items are overdue for several weeks or as appropriate in your situation.

Borrower Overdue/Lost/Damaged—Process as you normally would

Lender Overdue/Lost/Damaged—Must be marked overdue manually, some libraries do, some don't

Borrower Pending, Received, Returned, Shipped & Lender Shipped—These files will generally take care of themselves as each action is performed in the flow of materials

Lender Shipped—If a request is returned without the request slip, they often get Checked In with your Circulation system, but they are not Checked In with VDX. It is important to check here and compare against circulation records, otherwise these requests will just stay on the Patron's account.