Letters managed in the NZ for Physical Item Requests

There are two letters managed in the network zone for our partners.

- Pull Slip (Ful Resource Request Slip Letter)
- On Hold Shelf Letter

Pull Slip (Ful Resource Request Slip Letter)

The Pull Slip is managed for our partners to provide consistency for the displayed location codes. These codes are use to direct the physical items to the patron's selected pickup location.

Note: The SCF's Pull Slip has further modifications to allow the letter to be used for ILLiad physical item requests that come to the SCF via the ILLiad Addon. Currently, only GW is using the ILLiad Addon for this purpose. It is not managed in the Network Zone.

On Hold Shelf Letter

The On Hold Shelf Letter is managed in the Network Zone so that specific library instructions can be provided to the patron on when and how material can be picked up. This is due to the use of the "Owning LIbrary's" On Hold Shelf Letter in the Automated Fulfillment Network(CLS).

In the case of a patron requesting an item from their own library for pickup, the "Owning Library's" On Hold Shelf Letter is used.

In the case of a P2P or a Rapido request the requesting patron's Library's On Hold Shelf Letter is used.