



## RUSH ORDER PROCEDURES

### PREORDER SEARCHING

1. Order is received by Preorder Searching Unit (or placed in the Video Orders Only file).

*Due to limitations on inventories, all video orders are classified as RUSH.*

2. Rush status is identified. All paperwork and documentation in hand and subsequently generated is labelled or stamped RUSH. Title is searched on OCLC and bibliographic record if loaded into VTLS; if no bibliographic record is found, a temporary ("/b") record is loaded into VTLS.

*Rush Order/Rush Catalog status must be confirmed with selector.*

3. Preorder search is made to determine whether title is owned by UL. If owned, or ON ORDER, confirmation of intent to order is obtained from selector if intent is not obvious from order request.

### ORDERING/RECEIVING

4. Order request and accompanying documentation is hand-delivered to Ordering/Receiving Unit. Existence of the title is verified via vendor's catalog, website, etc. An order for the item is **immediately** placed with the publisher, vendor, or distributor by telephone.

*Ordering methods (in order of preference):*

*Telephone*

*E-mail*

*Fax*

*Standard Mail*

5. Relevant ordering information is placed in the Acquisitions Item (or record) in ULFS. The item is given Rush Order (or Rush Order/Rush Catalog) status, and the item is entered into ULFS with a claim period no greater than 7 (seven) days.

6. Any confirmation, status update, or other information provided by the vendor affecting receipt is placed in the item's note field.

*E.g.: Prepayment Required, Not Yet Published, etc.*

### FOLLOW-UP

7. Rush Claims are generated twice per week. Rush items not received will be followed up on using the Ordering methods in 4 above. A log of this activity will be entered in the note field mentioned in 6 above.

8. Rush orders that are not received in a timely manner and do not have any information in the notes regarding the delay will be classified as Problem Orders and given extra attention or referred on the the Acquisitions Librarian for resolution.