

Decision Making for Rejecting or Routing Requests

A. CDL Request

Did the request originate in an enabled database? ————— Reject

NO

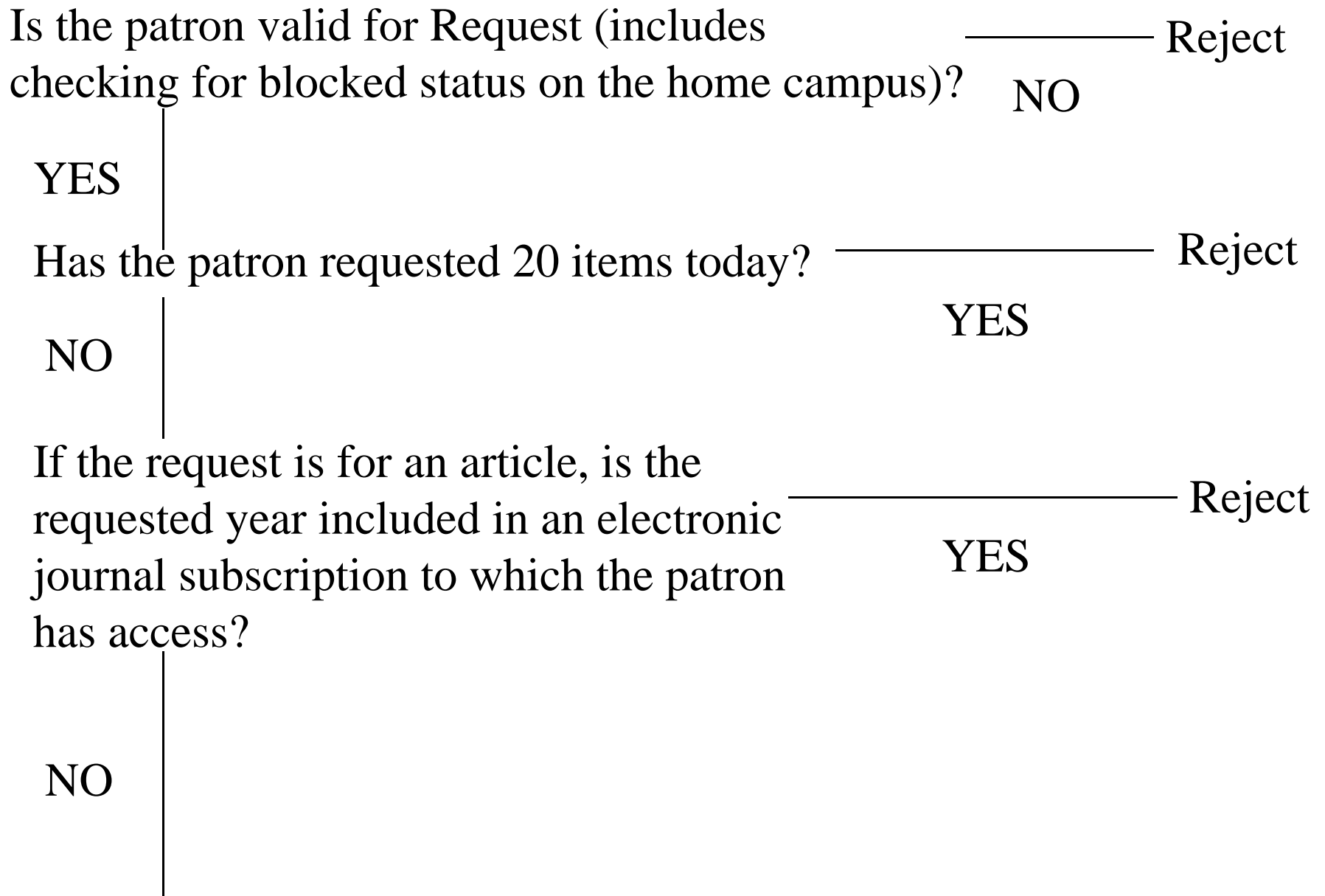
YES

Might there be a full text electronic version available to the patron (e.g., in Mags or Psych)? ————— YES Alert the patron that online text may be available and present a link and an option to continue

NO

Send the request to the resolution service

B. Resolution Service



Does the patron want to use, and qualify for, the Baker service? Send request to ?

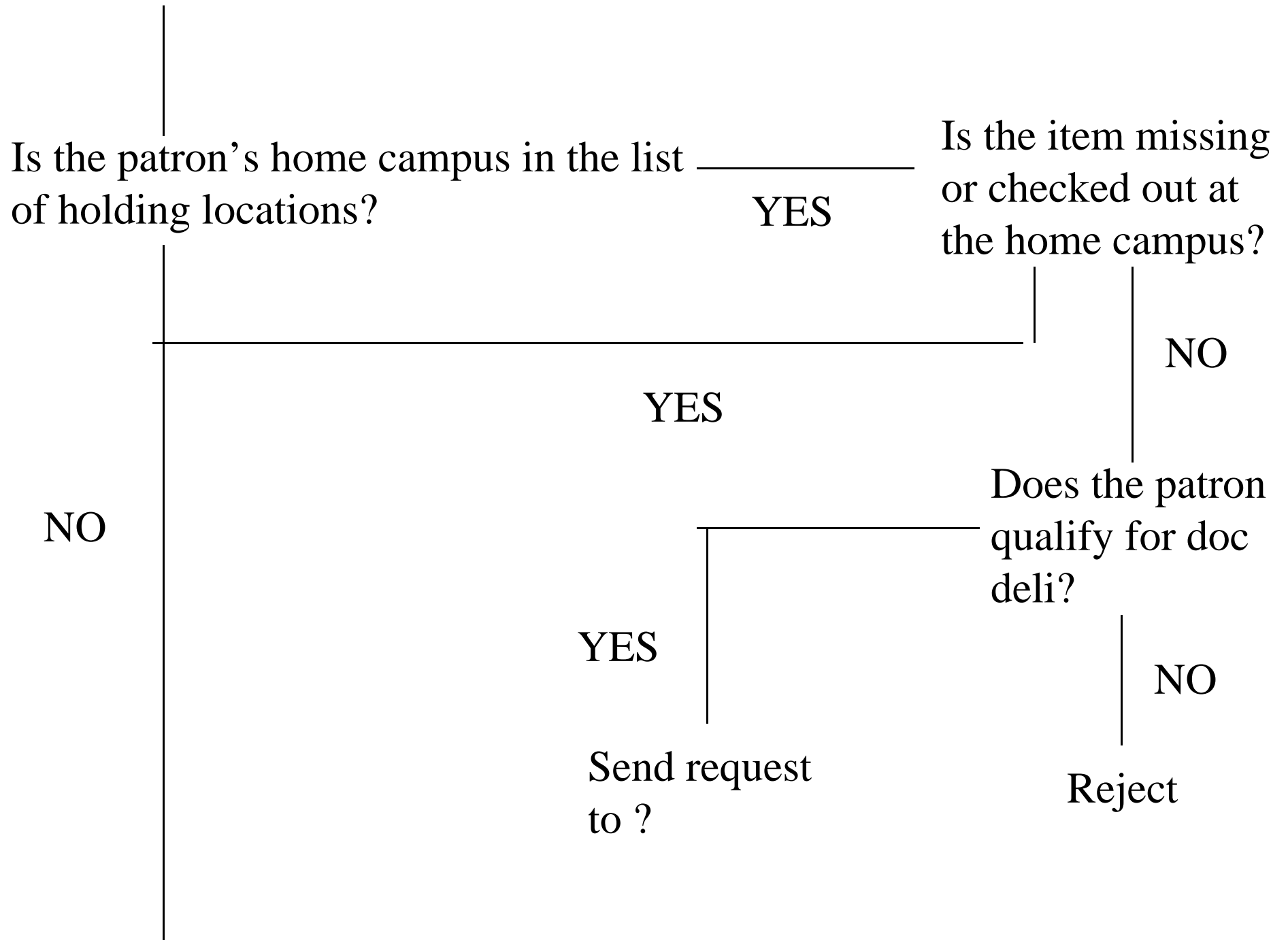
YES

NO

Is the item owned by a UC campus? (If the request is for an article, the holdings check includes eliminating locations that don't have the requested year.) Send request to ISOILL coded for home campus review queue

NO

YES



Is the item in SRLF or NRLF?

YES

Is the item at NRLF and the patron from UCB or UCD?

NO

YES

Is the home unit UCD
MCL or HSL

YES

Send email to
NRLF, copy to
home campus
main circ

NO

Select location nearest
to home campus; if SRLF
send email, if NRLF send
to ISOILL

NO

Are all holdings locations in the list of non-circulating locations? Reject

YES

NO

Sort holdings locations according to load-balancing algorithm: RLF's first, net borrowers second, net lenders third, unavailable circulation status locations last.

Is patron's pickup loc a DOCLINE library and database MEDLINE?

NO

YES

Send request to OCLC ILL

Send request to DOCLINE

Is the home campus UCI or UCSF?

YES

Send a copy of the request to an ftp file