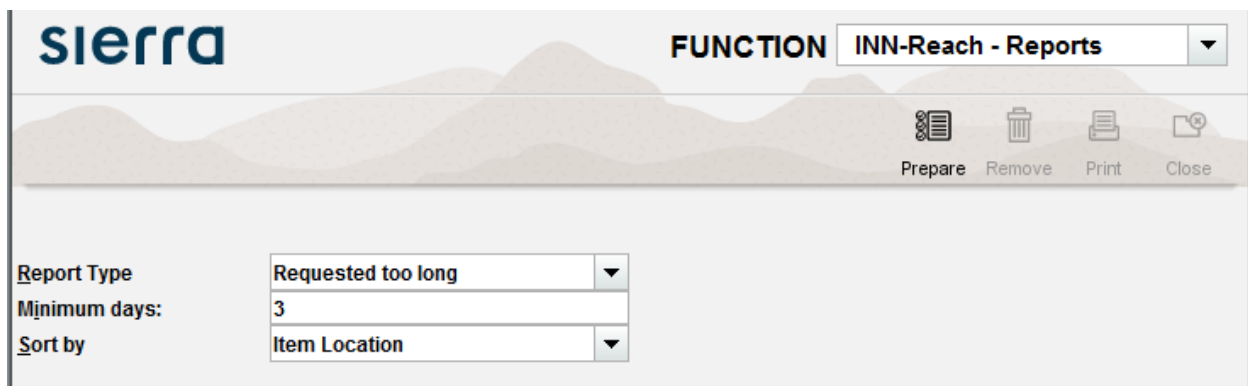


Requested Too Long

This report generates a list of requests your institution's patrons have made from other libraries that have not been filled. It is recommended to run this report at least twice a month, or more frequently, at your discretion.

To create the Requested Too Long report

1. In Sierra, choose **INN-Reach – Reports** from the Function list in the upper right of the screen.



The screenshot shows the Sierra system interface. At the top left is the 'sierra' logo. To the right, under 'FUNCTION', is a dropdown menu set to 'INN-Reach - Reports'. Below this are four icons: 'Prepare' (a document with a checkmark), 'Remove' (a trash can), 'Print' (a printer), and 'Close' (a window with an 'X'). The main area contains three fields: 'Report Type' with a dropdown menu set to 'Requested too long', 'Minimum days:' with a text box containing '3', and 'Sort by' with a dropdown menu set to 'Item Location'.

2. Set the report parameters
 1. Select **Requested Too Long** from the **Report Type** drop-down list.
 2. Enter the **Minimum days**. By default, the system displays '1' in the Minimum days textbox. You may change it to reflect the number of days you prefer. For example, if you enter 3, the report includes items that have been requested for 3 days or longer.
 3. Enter the **Sort by** parameters. Choose **Item Location** in the dropdown menu
3. Choose **Prepare** in the upper right. The system will display Requested Too Long report.
4. Choose **Print**. You can print the report or send to an email address.

Using the report

1. For each item on the list, use the corresponding patron information to access the patron's record to ascertain the title or call number of the item.
2. Copy the title or call number to search for the item in OhioLINK.
 - i. If the originally-requested item is checked out and another copy is available:
 1. Request the item for your patron from another school.
 2. After you've made the request, cancel the original record in the patron's record.
 - ii. If the originally-requested item is checked out and no other copies are available:
 1. Leave the hold on the account in case the checked out item is returned and can be processed for the patron.
 2. Holds can be cancelled if the individual institution determines that the request has become too old. This could be based on the flexibility of the patron.
 - iii. If the originally-requested item is not checked out:
 1. If the status says 1 HOLD, email the Pcirc contact person at that school and ask if they can fill the request or cancel the request.
 2. If the status says AVAILABLE, a new request may be made. This may require the patron's institution to clear the original hold from the patron account in Sierra.