

affiliated hospitals	87						
appropriate use	76	78					
automatic selection	10						
available copies	63						
bags	21	72	85				
billing	61	81	83	84			
billing fee	81						
blue envelope	20						
bookbands	7	19	39	58	67	80	82
broken record	14	28					
bubble bags or envelopes	7	60	72	73	85		
calendar	4B						
canceling requests	1	3	4a	53	54	55	
canvas bags	60	72					
CD	45						
Center for Research Libraries	22A						
check-in	32	47					
check-out	38						
claims returned	35						
clearing holdshelf	50	69					
collecting fees	81						
complaints	83						
confidentiality	34						
CRL	22A						
damage	24	79					
days closed	4B						
distance learner	43						
due date	4B	38					
email lists	34	74					
finest	61	81	83	84			
grace period	61	81					
history	46						
hold queue	77						
hold shelf	8	50	69				
holds	1	3	4A	16	53		
hospitals	87						
Inn-Reach	3	5	8	46			
Inn-Reach reports	49						
in-transit	8						
insert barcode	5	8	68				
interlibrary loan	39	87					
invalid virtual item	14	62					
item type	31						
labels	7	19	80				

transferring holds	54	
virtual item	62	
visiting patron	26	86