**Recalling an Item Needed For Course Reserves**

The only way to recall an item is with a work order!

**Setting up Recall Work Order**

* Use Alma documentation to create a work order/department. <https://knowledge.exlibrisgroup.com/Alma/Product_Documentation/Alma_Online_Help_(English)/Administration/050Configuring_General_Alma_Functions/040Work_Orders_and_Departments>
* Make sure you check the “Recalls Loans” box.
* You just need one status of “Recall Placed.”
* You will have to scope the course reserves person as work order operator and add service unit of the department you set up for this work order.

Note: You will also make sure you have recall configured in the TOUs set to the time you want for course reserves.

**Recalling an Item Needed for Course Reserves**

When you do a “physical item” repository search and see that the item is checked out to a patron. You want to recall it so you can get it on reserve.

* Click on Work Order under the item in the search results.
* Process Type: Course Reserve Recall
* Note: Put course code needing the item (optional)
* Managing Department: Course Reserves

When the items is checked in at the circ desk, the operator will get a message: *The item’s destination is: Course Reserves Item is requested*. The item is given to course reserves staff, who will:

* Set Currently at: Course Reserves
* Go to Scan In Items
* Done – check YES
* Scan item barcode
* Go to Fulfillment 🡪 Resource Requests 🡪 Manage In Process Items
* Click on Actions next to the item and select “Done”
* Change Currently at: Main Library Circulation Desk
* Go through regular procedure to add library item to a reading list (scan in items/Change Item Information).

**To See Items Reserve Recall Work Order**

* Resource Requests 🡪 Monitor Requests and Item Processes
* Limit results to Request/Process Type: Course Reserves Recall --OR--
* Pickup Location: Course Reserves (or whatever you named your department)