

University of Arkansas, Fayetteville
Acquisitions Department

Rush Codes

1. If we are placing a new order, so that it is "RUSH" from the beginning:
 - a. The **order note** field is coded **R** for "RUSH"
 - b. The **order type** field is coded **R** for "RUSH" unless it is being ordered with the p-card, which means it's **W** for "pre-paid"
 - c. The **receive action** field is coded **C** for "rush cataloging." Any of the codes other than the hyphen used in this field caused the order number to show up red on screen so as to attract more attention.

2. If it's a new order from a selector or the Circ Desk, all of the above plus in a **note** field, we put RUSH NOTIFY: Joe Smooh, 000000000, <jsmooh@uark.edu>. If the patron doesn't have an e-mail address, a mailing address AND a telephone number are needed for contact.

3. If it is a new order for Course Reserves, we put a,b, and c above plus in a **note** field, we put RUSH RESERVE: ANTH3503, Rose, spring 2006.

4. If it is a new order from ILL, a, b, and c AND the "RUSH NOTIFY" note from #2 above plus we add a **selector** field note giving the patron's name (last name first, so it can be standardized, quantified, qualified and otherwise "statistics-ified") followed by the annotation ILL so there's no doubt where a 1SUPR order started.

5. If it is a request from a patron via the Circ Desk or a Selector for a title which is already on order and so by appears in InfoLinks, we can not speed up the delivery process:
 - d. We change the **receive action** field to **C** as above, **A** for "attention," or **N** for "notify," as stated earlier, any will change the order number to red so the receiving person's attention will be drawn to it.
 - e. We put in 2/3/06 NOTIFY: Joe Smooh; if the name came from the Circ Desk we note that; if it came from a selector, we put in whatever contact information we are given.

6. For all rushes except those originating with the Circ Desk, I have to send an e-mail to <circserv@uark.ed> indicating whether the title is for Reserve or a Notify for a patron, giving the same information as to course, instructor and semester, or patron's name and contact information as that which is in the order record.

7. If it's a SuperService order, I have to send an e-mail to <illinfo@uark.edu> telling them the item has been ordered and that the Circ Desk has been apprised of the need for patron notification.

8. The most recent attempt to provide satisfactory "rush service," we have installed a white board, upon which I must add each and every RUSH request, no matter how it came about; then Carol has to mark them off as she receives them.

DC 2/06