

Policy: 247
Subject: ORDERING - RUSH REQUESTS

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Approved by: LMAC

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Revised:

Policy

"Rush" orders may be placed for materials urgently required for reserve, lecture preparation, etc. All costs involved in the "rush" transaction (e.g., special handling costs, courier charges) will be added to the cost of the item and charged against the fund id indicated on the request form/NTO record. In addition, a "rush" request will usually involve the loss of the discounted price offered by the vendors on regular orders.

Procedures

1. Request forms and NTO records should be appropriately tagged "rush."
2. Materials Acquisitions Department (M.A.D.) staff will contact the vendor or publisher by phone and arrange for the material to be shipped via courier to M.A.D. rather than to ISM.
3. M.A.D. staff will telephone the appropriate bibliographer to advise him/her that the rush item has been processed through Acquisitions and sent to BDM for cataloguing.
4. Questions regarding the status of "rush" requests should be directed to the staff in M.A.D., phone 9965.