

Laptop Repair Work Order in Alma

When circulating laptops need troubleshooting and technical repair, please create a laptop repair work order.

Circulation desks

Search **Physical Items** by laptop barcode or laptop name (DIVLAP3), bring up the laptop record in Alma, click the Row Action button (the **Ellipse** button), then click **Work Order** to bring up the **Place Item In Process** page.

1 **Patron Laptop: Dell Latitude 5480 [realia]**

Book (Round Rock TX : Dell Computer Corporation 2018)
Barcode: 30081045311697
Update Date: 08/30/2018
Library: Divinity Library
Expected Arrival Time: -
On Hold Expiration Date: -
Due Date: -
Needed By: -
Until: -
Permanent Location: Divinity Circulation Desk
[Other details](#)

Call Number: LAPTOP DELL-5480 2018
Call Number Type: Other scheme
Status: Item in place
Due back: -
Item Policy: 3 Day Loan, \$10 Per Day Fine
Material Type: Laptop

Edit Item Request ...

- Resource sharing request
- Work Order**
- Withdraw
- Holdings
- Display in Discovery
- Items

In **Place Item in Process** page, choose **Laptop Repair** from the **Process Type** drop down. Check **Do not pick from Shelf** checkbox (to make the work order active, the item will not be available for check out by library users). Put a brief description of the issue and/or inform ticket number in **Note** field, click **Submit** button on top.

Patron Laptop: Dell Latitude 5480
Institution Vanderbilt University

Place Item in Process

Process Type *

- Acquisitions/Cataloging
- Binding & Marking
- Catalog Maintenance
- Course Reserves
- Divinity Processing
- Item Transfer
- Laptop Repair**
- Preservation

< Place Item in Process Cancel Submit

Patron Laptop: Dell Latitude 5480
Institution Vanderbilt University

Place Item in Process

Process Type * **Laptop Repair**

Do not pick from shelf

Note

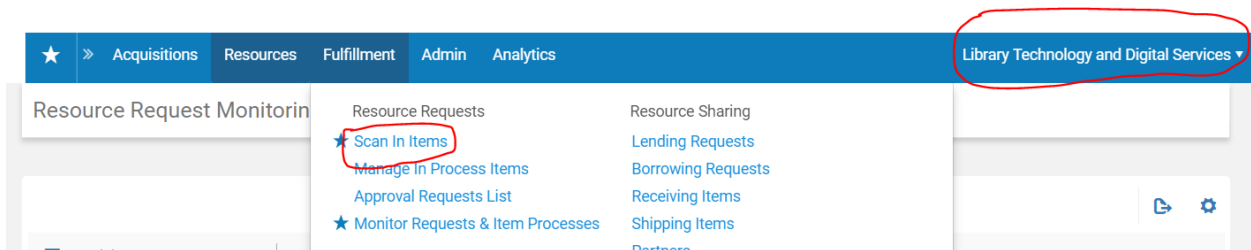
Managing Department * **Library Technology and Digital Services**

Submit an [Inform](#), Choose **Desktop Support** queue, describe the issue, provide laptop barcode or laptop name. A staff member or LTDS student worker will come get the laptop from circulation desk.

LTDS

Once notified by an inform that a laptop need services, LTDS staff member or student will pick up the to-be-repaired laptop from circulation desk.

After picking up the laptop, LTDS student worker will log into Alma, confirm current location is in **Library Technology and Digital Services**. Then go to **Fulfillment > Scan In Items** from the top navigation bar.



Click **Scan in Items** tab, change **Set Status To** to **In Repair**, make sure the **Done** field is set to **No**, scan item barcode, and click **OK**.

A screenshot of the 'Scan in Items' form in Alma. The form has two tabs: 'Scan in Items' (active) and 'Change Item Information'. Below the tabs, there are several fields: 'Automatically print slip' with radio buttons for 'Yes' and 'No' (selected); 'Set Status To' with a dropdown menu showing 'In Repair'; 'Done' with radio buttons for 'Yes' and 'No' (selected); 'Scan item barcode *' with a text input field containing '30081045311697' and an 'OK' button; and 'Scan request ID' with an empty text input field and an 'OK' button.

You may see a **Confirmation Message** popup, click **Confirm** to accept it.

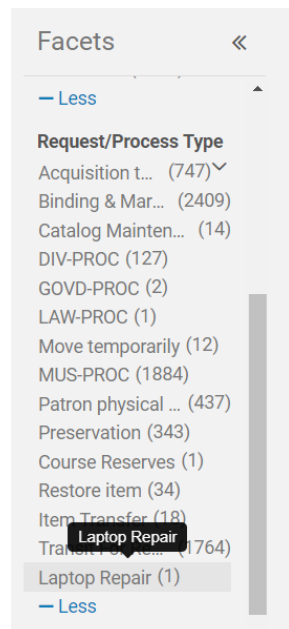
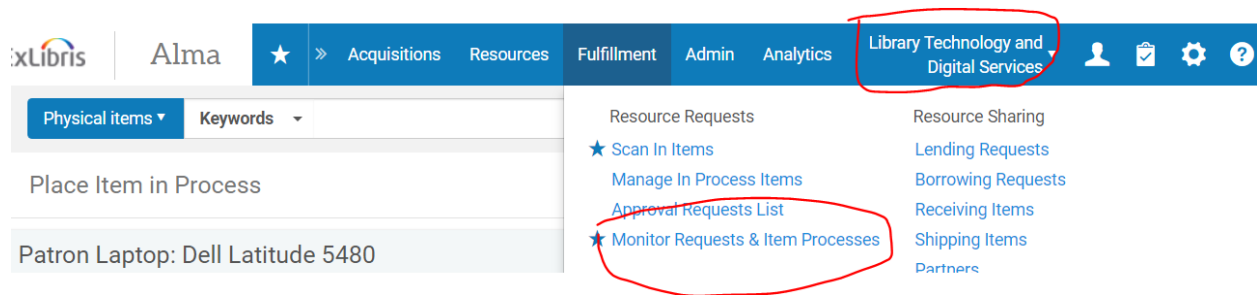
When laptop is repaired, log back into Alma, choose **Fulfillment > Scan in Items** from the top navigation bar, to bring up the **Scan in Item** page. In **Scan in Items** tab, set **Done** field to **Yes**, **scan item barcode**, click **OK**. The laptop repair work order is completed. Bring the laptop back to the circulation desk that you picked up from.

Back at circulation desks:

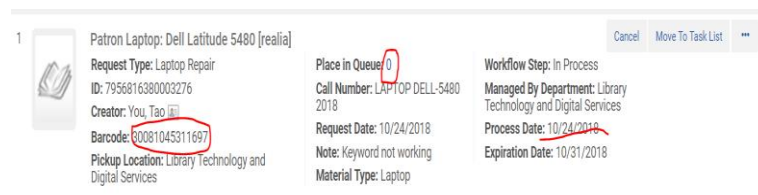
Upon receiving the laptop, staff at circulation desks should **Scan in** the laptop barcode to indicate that they've received the laptop, that will put the laptop back into circulation, and make it available for check out again.

Status Checking

At any time, circ staff and LTDS members can log into Alma to check whether there are laptops in **Laptop Repair** work order. To do so, click **Fulfillment** from the top navigation bar, choose **Monitor Requests & Item Process** option.



In the next screen, in the left **Facets** pane, navigate to **Request/Process Type**, click **Laptop Repair** option, to see the laptop that are in Laptop Repair work order.



You will be able to see the laptop barcode, process date, and details about the request by clicking the number next to **Place in Queue**.