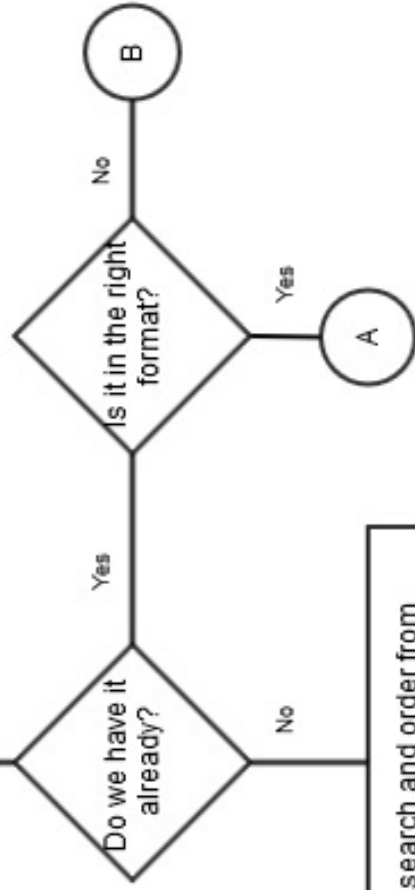


Receive Request and fill in missing information - ISBN, Title, Author, Publisher, Copyright, Edition



Research and order from publisher. If not available, ask student for hard copy or order hard copy from vendor.

Record request in spreadsheet

File received. Place on server and mark for appropriate processing.

Hard copy received. Mark for appropriate processing.

Repaired files received. Perform quality check and zip.

Send files to student, record metrics on request form, update spreadsheet, file form.