1. Log into ComCat
2. Select your library and login using your staff account (MassCat & MLS ILL Dept. has this info).
3. Click on Staff Dashboard

**Managing Lending**

Click on **Request Manager** under ILL Admin

Incoming requests to borrow items from your library will be in the top left quadrant under **Pending**

1. Click on **Pending**. A new screen appears, click on **Pick List** button (upper right)
2. The Pick List window appears, use your browser to print this list.
   a. You can also click on or individual titles in Pending to see and print barcodes and call numbers.
3. These are items you are going to send to other ComCat member libraries.
Processing Lender Requests

1. From the Lender’s Pending List, select the item title from the Title column
2. View the Lender’s Full Record Display
3. Select the one of two statuses from the Status Options
   a. If you are shipping the item select “Shipped”
   b. If you are not filling the request select “Will Not Supply”
4. If you are shipping the item, scan the barcode with a scanner or manually type the barcode in the Item Barcode (Lender) field.

   PLEASE NOTE: The barcode field may pre-populate with the wrong information: make sure the barcode in the field matches the barcode on the physical item.
5. Select the Submit button.

   This will charge the item to the borrowing library patron record in MassCat.

We need to add a section on saying NO.

If Staff are Unable to Mark a Request as Shipped

Sometimes a Pending request will end up with as status of Will Supply, despite staff marking it as Shipped. This might happen if ComCat detects a lending rule or status in the library’s ILS that indicates that the item does not circulate in ComCat (for example: new books might only circulate at their home library for the first 60 days). Check in the ILS to see if circulation rules related to the item can be adjusted. Clear up any issues and mark the item as Shipped in ComCat. If staff continue to experience problems, email the Helpdesk at commonwealthcatalog@flo.freshdesk.com.
Preparing to Ship - Printing Bookstraps

1. Go to the **Staff Dashboard**
2. **Select** Maintain Bookstraps from the **ILL Admin** menu
3. From the “Include” drop down menu select **Shipped Status Only**
   a. This will show all items being lent.

4. From the “View” drop down menu make a selection:
   a. **Unprinted Labels Only** – show bookstraps that have not yet been formatted to print
   b. **Printed Labels Only** – show bookstraps that have been formatted to print at least once
   c. **Both Printed and Unprinted** – shows all bookstraps regardless of whether or not they have been formatted to print

5. After making a selection, check off individual bookstraps to print or check off “select all.”

6. **Click Format to Print** to view and print the bookstraps.

7. The bookstraps will open in a separate window. Select **print** from the browser menu, or use a keyboard shortcut: (Mac: Command P / Windows: Control P).
About Bootstrap Printing

The Commonwealth Catalog automatically prints between 2 and 4 bookstraps per page. To print them in pairs of two, only select two records at a time before selecting Format to Print. The example library only had three requests to print, so the #4 bootstrap space is a blank placeholder (see below).

Bookstrap and Routing Slip Best Practices

Only use the Maintain Bookstraps feature in ComCat. ComCat also has an option for Shipping Labels. These labels are never used. Always select Maintain Bookstraps, and not Maintain Shipping Labels when preparing items for delivery.

Bookstrap Stickers – Bookstrap stickers, printed using the official sticker template, can be used in place of a bookstrap. The template is available on the Helpdesk website. It is designed for: Avery Labels Product #6464.
**Bootstrap Features**

Each bookstrap automatically fills in these key features:

- Request Number
- Request Number as a barcode
  - **NOTE:** this is not the item’s barcode at its home library
- Lending Library route letter
  - **NOTE:** this is for staff reference only: a **routing slip is still required for delivery**
- Lending Library name
- Item title
- Item barcode number
- Scanable item barcode
  - **NOTE:** this is the item’s barcode at its home library--it can be used to find the record in your local system
- Borrowing library route letter
  - **NOTE:** this is for staff reference only: a **routing slip is still required for delivery**
- Borrowing Library Information
- Space for notes

![Commonwealth Catalog](image)
REMEmBER TO USE A ROUTING SLIP

This sticker does not replace the Routing Slip. A separate Routing Slip MUST be attached to ensure successful delivery.

Bootstrap Sticker Do’s

DO copy or print stickers onto white labels only. This is the easiest to identify and write on.

DO write the item barcode in this box. Make sure the barcode on the physical item matched the barcode in the request. REQUIRED

DO write the request number CLEARLY. It is the most important information on this bootstrap! REQUIRED.

DO clearly identify the Borrowing Library as it appears in the request record. REQUIRED

DO clearly identify your library as it appears in the request record. REQUIRED

ONLY PUT STICKERS ON ITEMS YOU OWN.

Use of stickers is at the discretion of the LENDING LIBRARY only.
**Routing Slips**

In addition to the bookstrap, a **Routing Slip must be filled out and attached for delivery.**

When filling out a Routing Slip:

- Use the state-wide delivery index just as you do with MassCat ILL requests:
  - [http://www.masslibsystem.org/deliveryindex.htm](http://www.masslibsystem.org/deliveryindex.htm)
- Use the name **exactly** as it appears in the yellow column of the state-wide delivery index.
- Leave “Branch” **blank unless** a branch is specified in the delivery index.
- If you are unsure how to address the routing slip, contact: [delivery@masslibsystem.org](mailto:delivery@masslibsystem.org)