Follett Destiny – Managing Requests

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I. Overview

Follett Destiny’s **Request** process facilitates the reallocation of materials by informing the District of shortages as they arise. Sites can request materials from the District, monitor pending requests, and fill incoming requests on the **Textbook Copy Requests** screen.

1. To access this screen:
   a. Select the **Catalog** tab.
   b. Select **Transfer Textbooks**.
   c. Select the **Requests** tab.

![Screen Shot of Follett Destiny's Request Process](image-url)
II. Placing a New Request

When you determine that you have a shortage of specific textbooks or supplemental materials, Follett Destiny allows you to use the Request process to inform a District Instructional Materials Technician, who will locate extra copies and facilitate the transfer.


2. To search for the title you wish to request:
   a. Choose your search type from the in dropdown list. Search types include:
      - Title: Searches titles by keyword.
      - Author: Searches the “Authors” field of a title by keyword.
      - Barcode: Searches for a specific copy by its unique District barcode.
      - Additional Information: Searches the “Additional Information” field of a title by keyword.
      - State/Textbook ID: Searches titles by their unique State/Textbook ID.
   b. Enter information relevant to your search type in Find Textbook. Searches are not case sensitive.
      NOTE: Deselect Only my textbooks if you want to widen your search.
   c. Click Go!
3. The results of your search will now be displayed. Locate the correct title from the list and select ✓ Request.

**NOTE:** Never request a Site Purchased Copy title. (For more information on site purchased copies, see Site Purchased Copies.)

4. On the New Request page that opens:
   a. In # of Copies, enter the number of copies you need. **NOTE:** The maximum number you can enter is 9999.
   b. In Need by, enter or select the date of your request. Click ☀ for calendar.
   c. If you'd like to include a note to the District Instructional Materials Technician, enter up to 1000 characters in the Note box.
   d. Click ✓ Save.
III. Monitoring a Request

After you have placed a request, you can monitor its progress on the Textbook Copy Requests screen under Requests Sent to District, either by looking in the Status column or by clicking next to a request to be taken to the View Request screen for further details. Possible statuses include:

- Open: Request has been sent to the District, but no action has been taken.
- Pending: Request has been forwarded to other sites.
- Complete: Request has been filled by site(s) if possible, and the District Instructional Materials Technician has marked it complete. The number of copies sent is displayed in parenthesis.

On the View Request screen (see below), you can see what action, if any, has been taken on your request. This includes Outstanding Copy Requests, Complete Requests, and any accompanying notes for either.

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### Outstanding Copy Requests:

<table>
<thead>
<tr>
<th>Site</th>
<th># of copies</th>
</tr>
</thead>
<tbody>
<tr>
<td>Wayne Szalinski K-8 School</td>
<td>15</td>
</tr>
</tbody>
</table>

### Completed Requests (Copies sent: 9):

<table>
<thead>
<tr>
<th>Site</th>
<th>Copies sent</th>
</tr>
</thead>
<tbody>
<tr>
<td>Emmett Brown Fundamental High School</td>
<td>7</td>
</tr>
<tr>
<td>Egon Spengler Middle School</td>
<td>2</td>
</tr>
</tbody>
</table>

### NOTES:

Responsed:

- 8/1/2012 – Egon Spengler Middle School (pvenkman): Out of stock.
IV. Incoming Requests from District

When sites request materials, requests are sent to the District level. It is up to a District Instructional Materials Technician to review inventory levels and decide which site will provide the requested materials. Materials are usually filled from the Textbook Warehouse, but in the event of shortages, requests may also be sent to school sites. If the District has requested materials from your site, a ️ Processing Needed icon will appear in the upper right corner of your Follett screen.

1. From the list of Incoming Requests from District on the Textbook Copy Requests screen, click the icon next to a request to view further details. **NOTE:** An Instructional Materials Technician has already reviewed your inventory before sending you this request. If you are unable to fulfill it, you may need to review your inventory in detail to correct any discrepancies.

   ![Textbook Copy Requests screen with a request highlighted]

   Click View Request.
2. To process the request:
   a. Review your inventory to determine how many copies you are able to send.
   b. Specify the number of copies you can send.
   c. A note is required if you are unable to fill the request completely; otherwise, a note is optional.
   d. Click  

**NOTE:** It is important that you perform this step before you perform step 4. Performing steps out of order may prevent you from completing this step.

3. Once you have responded, the status of the request changes to Complete. You can delete the request when you no longer need the information by clicking  next to a request.

4. Transfer textbooks to requesting site. (For more information on how to transfer materials, please see Transferring Materials).