

- Loans
  - Use of conditionals before or after Aeon Special Collections approval
  - Ship with insurance
  - Use of customized “book strap”
- Photoduplication
  - Who does it?
  - Where are they stored/how are they delivered?
- Routing
  - Requests from ILL Office in special queue
- WorldCat Local Holding Records
  - “Deflects” requests for loans and/or copies