

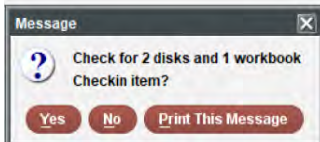
MISSING COMPONENTS PROCEDURE



[Video tutorial](#)

Received from Patron (Book drop or Circ desk): Do not Checkin / Contact patron

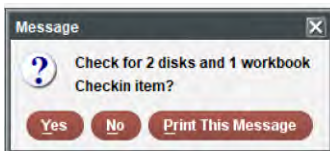
1. Comply with pop up messages when checking in items, checking that the item is complete and pop-up messages matches the item that you have.
2. If the item is incomplete, **Choose “No” when asked “Checkin Item?”** as shown below



3. The incomplete item should remain checked out to the patron until complete.
4. The library where the item was returned will make contact with the patron within 24 hours to recover the missing items.
5. When the item status changes to “billed”, return the item to the owning library.

Received in Delivery Missing Parts: Do not Checkin / Return to Library

1. Comply with pop up messages when checking in items, checking that the item is complete and the pop up messages matches the item that you have.
2. If the item is incomplete **Choose “No” when asked “Checkin Item?”** as shown below.



3. In the search holds function, scan the item barcode
4. Choose “Record” Make note of the following information:
 - o Current itype code and name. Example: 54 Long Loan DVD
 - o 3 letter code of the login listed after “In Transit from” Example “In Transit from **CAR**staff”

ICODE1	0	IN LOC	724	LOANRULE	0
ANNUAL RPT	c JUV-FICTION	# RENEWALS	0	STATUS	1 IN TRANSIT
ITYPE	54 Long Loan DVD	#OVDNOTICE	0	INTL USE	0
PRICE	\$18.00	ODUE DATE	- -	COPY USE	0
OUT DATE	- -	IUSE3	0	IMESSAGE	- NO MESSAGE
OUT LOC	724	RECAL DATE	- -	OPACMSG	-
DUE DATE	- -	TOT CHKOUT	5	YTCIRC	5
PATRON#	0	TOT RENEW	0	LYRCIRC	0
LPATRON	1240312	LOUTDATE	02-12-2021 11:35AM	AGENCY	0
LCHKIN	02-12-2021 01:26PM				
BARCODE	32380100049772				
CALL #	JF Yag				
MESSAGE	Please check for 3 DVDs				
MESSAGE	Wed Feb 24 2021 06:09PM: IN TRANSIT from carstaff to ame				

5. Insert “m- message” and type a message like the one below, with the correct info from your example. You can move the insert window so you can see both of the fields you need.

Example: **Sent from CAR with missing disc-itype=54 Long Loan DVD-replace itype when disc is recovered. Include date and your log-in initials**

6. Change itype to 110 – Return to Sender

The easiest way to change this is to click the numeric code in the field and scroll to the end.

7. Choose “Item Level-Hold”, select your patron’s hold, and click “Transfer Holds”

The screenshot shows the 'Item-Level Hold' window. On the left is a sidebar with 'Summary', 'Record i67170079', 'Item-Level Hold 1', 'Bookings 0', and 'Bib-Level Holds 0'. The main area has a table with columns: All, #, Date Placed, Patron Name, Patron Type, Pickup At, Limit To, Not Before, Not After, Holdnote, and Pickup Date. A red arrow points to the 'Transfer Holds' button in the top right corner of the main area.

8. Transfer your hold back to the title level. The record in the drop down box must begin with the letter “b” **Click OK**

The screenshot shows the 'Transfer Holds' dialog box. It has a title bar with a close button. Inside, it says 'Transfer 1 Hold From i67170079 To' followed by a dropdown menu showing 'b14622981'. At the bottom are 'OK' and 'Cancel' buttons. The 'OK' button is highlighted.

9. In item level hold, click “Add Patron”
10. Search by name for “returnto” plus the library 3 letter code from step 3.

Example : returntocar

The screenshot shows the 'Search For Patron' dialog box. It has a title bar with a close button. Below the title bar are 'File' and 'Tools' menus. There is a search field with a dropdown menu set to 'n NAME' and the text 'returntocar' entered. A 'Search' button is to the right of the search field. Below the search field, there is a section for 'New PATRON' with fields for 'PATRN NAME', 'P BARCODE', and 'E-CONTACT'.

11. Add a hold note

The screenshot shows the 'Place an Item-Level Hold' dialog box. It has a title bar with a close button. Inside, there are fields for 'Patron:' (RETURNTOcar p17294915), 'Pickup Location:' (Carmel), 'Not Wanted Before:' (-20), and 'Not Wanted After:' (-20). The 'Hold Note:' field contains the text 'sent from Carmel missing the disc 3 8/25/20'. At the bottom are 'OK' and 'Cancel' buttons.

12. Scan the item in **Check in**. It will be set in-transit back to the library that sent it.

*Records have been created for each library for this purpose. To find the right record, search for RETURNTO and the library’s [three-letter code](#). For example: RETURNTOcar to return an item to Carmel. These records should only be used to return items to the sending library.

When the RETURNTO library receives the item, the library should:

1. Scan the item in Checkin
2. Read the pop-up message and note why the item was returned.
3. View the item record. Note the last patron’s information.

4. Check the item out to the RETURNTO library. This will lead to the item eventually being billed to the library that erroneously checked-in the item if the missing component is not returned.
5. Contact the last patron within 24 hours alerting them that the item they returned was incomplete and asking them to return the missing part.
6. When the item status changes to “billed”, return the item to the owning library.

When missing parts are returned and the item is complete

1. Scan the item in search holds
2. Verify that the parts are complete by matching the number of parts to the message that says “check for...”
3. If all parts are there Change the itype back to the original itype noted in the RETURN message
4. Delete the message that was included to describe the missing component (right click on message-choose delete).
5. Check in the item to update status and fill possible holds.