Checking Items in that are incomplete, damaged or Reserve items from another location

1. Checking in items with incomplete contents:
   - We do not check in an item if the client did not return the item with all of the contents.
     - If the item is returned to another library, with incomplete contents, they will not check in the item. Please insert an item level message:
       “Pieces missing. Returned to ________library. Item is in transit bin on the way to ________library.”

   This allows staff to see that an item has been returned to another branch. Once it makes its way to the owning library, the supervisor can email the client to discuss missing contents.

2. Damaged items:
   - If an item has stains/writing, etc, handwrite a note on the inside back cover: “Damage noted. Date/initials/branch”.
     - This makes it quick and easy to see if the item has damage before it is signed out, without having to check the computer.

2. Reserve items returned to the wrong location:
   - Check-in all reserve items receive, even those from other branches (which should be marked In Transit). If item is requested at the owning branch, staff from that branch can call the other branch to verify that a) it’s in their transit box and available for a student to pick up OR b) it is currently in transit to the owning branch and will arrive shortly.