Checking in items with Content Notes

Some items have multiple pieces; i.e. scores with parts, books with discs, kits, etc. When signing items in, please check the content note and compare to physical item BEFORE the item is checked in to ensure all pieces are returned.

If there is a piece that is missing, do not sign the item in. Leave item at Check-in terminal and leave a note for/discuss with the permanent staff/supervisor.

Scenario 1

Checking in items with incomplete contents in owning branch:

- We do not check in an item if the client did not return the item with all of the contents.
- Leave item at Check-in terminal and leave a note for/discuss with the permanent staff/supervisor.
  - Permanent staff/supervisor will email the client to notify them of the missing contents.
  - Insert a message in the item record, “Pieces missing. Item held on _______. Client has been emailed. [date/initials]

Scenario 2

- If the item is returned to another library, with incomplete contents, do not check in the item. Leave item at Check-in terminal and leave a note for/discuss with the permanent staff/supervisor.
  - Permanent staff/supervisor will insert an item level message: “Pieces missing. Returned to ________library. Item is in transit bin on the way to ____________library.” This way we can see that an item has been returned to another library.
  - Once it makes its way to the owning library, the supervisor can email the client notifying them of the missing contents.

NOTE: The patron number in the LPATRON field contains only the first 7 digits of the number. To search for the patron using this number, add an ‘a’ to the end of the identifier number. Also, include a ‘.p’ to the beginning of the number to identify it as a patron record.