Reserve Items Returned to Wrong Branch

Circulation Desk staff will:

1. Check In the item.
2. Phone the owning library to inform staff.
3. If a client needs the book immediately, the client may walk to the branch where the item was checked into transit, to sign out the item. Before having them walk over, confirm that item is still available for pickup.

Supervisor will:

1. Email the client to inform them the policy of returning reserve items to the location in which they were borrowed.
2. Retrieve the client’s library account.

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.