

Lost Materials - PII - UPRLC Lending Library

PII Assumed Lost Last Month This WorkFlows report will list long overdue items. Items listed on this report are anywhere from 30 to 90 days past the due date. This report is emailed the first week of each month to the ILL contact person at each participating library.

The borrowing library should be invoiced for the item. If more than 7 months from the due date on WorkFlows has passed, the borrowing library forfeits the right to invoice.

Lost Materials MeLCat - UPRLC Lending Library

DCB Institutional Overdues should be run regularly (1 or 2 times a month) with a criteria of 30 or more days past the institutional due date. Email resource sharing contact at least once before invoicing.

The borrowing library should be invoiced for the item. If more that 7 months from the due date on WorkFlows has passed, the borrowing library forfeits the right to invoice.

Damaged Materials – Both PII and MeLCat

The library that *receives* a damaged item, whether lending or borrowing, should:

- [Contact the library](#) that sent the materials within 24 hours of receipt to verify where the damage may have occurred and whether the item was packaged properly.
- Verify if the item was processed through a central delivery site. If either the lending or the borrowing library receives materials from a central delivery site, that facility should be questioned as well.
- If it is believed that the damage occurred while in transit with RIDES, report the damage as soon as possible via the [RIDES Assistance form / Damaged Material](#).
 - The form should include the following information:
 - Date of occurrence
 - Lending library and agency code
 - Borrowing library and agency code
 - Item status
 - Item complete title
 - Item author

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- Item barcode
- Item format (book, paperback, DVD, CD, etc.)
- Item replacement cost
- Description of damage
- Send the damaged item, along with any original damaged packaging, to MCLS (ZY001) via RIDES. Include the Damage Report ticket number, verification of replacement cost and any other pertinent emails or paperwork with the item. If the item is wet, or if you are not able to send the item, submit photos with the RIDES Assistance form.
- **If you are the lending library, go ahead and invoice the borrowing library at this time.**

Missing Materials – PII

Reshelving Transits Report – PII This WorkFlows report will list your libraries' materials that were put "intransit" for reshelving 21+ days ago. The report is emailed each Sunday to the ILL contact at each library. Search for the item id in WorkFlows Check Item Status to view the most current status, and check the shelves at your library for the item. If you find the item, check it in on WorkFlows to take it off of this report.

After verifying that you do not have the item, copy and paste the item and transit information into an email and send a message to the [resource sharing contact](#) at the borrowing library . The message could look something like this.

Hello,

The item below was put in transit from your library to [LEND_LIB_NAME] more than 3 weeks ago, but it has not been received. Please check your shelves for the item. If you do not find the material, please consider filling out a RIDES assistance request at <https://www.mcls.org/rides/assistance/> If the material is not returned, your library will be invoiced for the replacement cost per RIDES policies. Thank you for your assistance.

TO	FROM	DATE	REASON
796.5 KAS	copy:1	38602000194091	
	After the wind : 1996 Everest tragedy : one survivor's story / Lou Kasischke ; illustrations by Jane Cardinal.		
	Kasischke, Louis W.,		
ALANSON	BAYLISS	4/22/2015,2:23	LIBRARY

Pending for Hold Report – PII This WorkFlows report will list your libraries' materials that were put "intransit" to fill holds at other libraries 21+ days ago. The report is emailed each Sunday to the ILL contact at each library. Check the shelves at your library, and if you find the item, check it in on WorkFlows to see the updated routing information for the material and to remove the item from your Pending for Hold Report.

After verifying that you do not have the item, copy and paste the item and transit information into an email and send a message to the resource sharing contact at the borrowing library. The message could look something like this.

Hello,

The item below was put in transit from [LEND_LIB_NAME] more than 3 weeks ago to fill a hold request for one of your patrons, but it has not been received. Please check your shelves for the item. If you do not find the material, please consider filling out a RIDES assistance request at <https://www.mcls.org/rides/assistance/>. If the material is not returned, your library will be invoiced for the replacement cost per RIDES policies. Thank you for your assistance.

TO	FROM	DATE	REASON
305.4 TH	copy:1	32031002328547	
33 things every girl should know about women's history : from suffragettes to skirt lengths to the E.R.A. / edited by Tonya Bolden.			
Bolden, Tonya.			
ESCPUBLIB	PETERWHITE	4/1/2016,10:58	HOLD

If the item is not received at the borrowing library, you will continue to see it on your weekly "pending for hold" or "in transit too long" report.

Missing Materials – MeLCat

In Transit Too Long Report – DCB – ILL staff must run this report manually on the DCB once or twice a month. This report lists items requested by your library's patrons that are "in transit", but for some reason, the material has not been received on the DCB.

Returned Too Long Report – DCB - ILL Staff must run this report manually on the DCB once or twice a month. It lists titles of MeLCat items returned by your library that have not been received by the lending library.

Recommended minimum for both reports. 21 days for UPRLC libraries in the UP with 1 to 3 day delivery (14 days for LP libraries with 3 to 5 day delivery).

SUMMARY OF RESOURCE SHARING POLICIES FOR RIDES – 6/16/2016

Make sure that the item is not already on the hold shelf or incorrectly shelved with your own collection, and email the lending library to have them search for the material as well. If the item is not found create a RIDES assistance form. 90 days after the ticket is created, MCLS will email you a follow up and you can check once again with the lending library to see if it has turned up and hopefully be able to close the ticket.