



An item is sent in the delivery to fill a hold. When you pull it from the bin you notice it is seriously damaged or missing pieces:

1. Do not check the item in.
2. Instead go to the "Search/Holds" Function and search for the item by barcode.
3. Change the itype to the no-holds counterpart of the items current itype. (Note from MHLS Staff: With the changes to the Encore Online Catalog, and restrictions to patron placed item level holds, this step has become superfluous and can now be considered optional)
4. Change the status to in repair.
5. Save the record.
6. View the record in the Summary tab.
7. Highlight the item.
8. Click the transfer holds button and move the hold to the next available item.
9. Contact the Lpatron and fill in the form below ASAP. A second attempt should be made within 48 hours of the first call.
10. If your attempt to reach the patron within the specified time fails, return the item to the owning agency, along with the completed [Missing or Damaged Components Form](#).

If you don't catch the damage before check in the item, you will not be able to transfer the hold for your patron, and they will have to replace their hold and wait through the queue again. A patron returns a damaged item to your library:

1. Do not check the item in.
2. Instead go to the "Search/Holds" Function and search for the item by barcode. Click the Edit Record icon and change the itype to the no-holds counterpart of the items current itype.
3. Change the status to in repair.
4. Save the record
5. If the patron who has returned the item is still present inform them that they are missing a piece or that the item has been broken. If the patron who has returned the item is still present inform them that they are missing a piece or that the item has been broken.
6. If your attempt to reach the patron within the specified time fails, return the item to the owning agency, along with the completed [Missing or Damaged Components Form](#).

If you do not catch the broken piece prior to checking in and there is an outstanding hold for another patron you must transfer the hold using the following steps.

1. View the record in the Summary tab.
2. Highlight the item.
3. Click the transfer holds button and move the hold to the next available item.