MISSING COMPONENTS PROCEDURE

🖥 [Video tutorial](#)

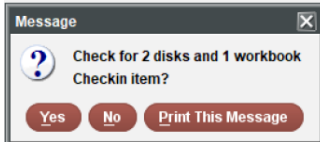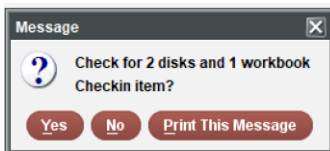## Received from Patron (Book drop or Circ desk): Do not Checkin / Contact patron

1. Comply with pop up messages when checking in items, checking that the item is complete and pop-up messages matches the item that you have.
2. If the item is incomplete, **Choose "No" when asked "Checkin Item?"** as shown below


```
Message                          ☒
  (?)   Check for 2 disks and 1 workbook
        Checkin item?
  [Yes]  [No]  [Print This Message]
```

3. The incomplete item should remain checked out to the patron until complete.
4. The library where the item was returned will make contact with the patron within 24 hours to recover the missing items.
5. **When the item status changes to "billed", return the item to the owning library.**

Received in Delivery Missing Parts: Do not Checkin / Return to Library

1. Comply with pop up messages when checking in items, checking that the item is complete and the pop up messages matches the item that you have.
2. If the item is incomplete **Choose "No" when asked "Checkin Item?"** as shown below**.**


```
Message                          ☒
  (?)   Check for 2 disks and 1 workbook
        Checkin item?
  [Yes]  [No]  [Print This Message]
```

3. In the search holds function, scan the item barcode
4. Choose "Record" Make note of the following information:
   o Current itype code and name. Example: 54 Long Loan DVD
   o 3 letter code of the login listed after "In Transit from" Example "In Transit from **CAR**staff"

|					
ICODE1	0	IN LOC	724	LOANRULE	0
ANNUAL RPT	c JUV-FICTION	# RENEWALS	0	STATUS	t IN TRANSIT
I TYPE ➡	54 Long Loan DVD	#OVDNOTICE	0	INTL USE	0
PRICE	$18.00	ODUE DATE	- -	COPY USE	0
OUT DATE	- - :	IUSE3	0	IMESSAGE	- NO MESSAGE
OUT LOC	724	RECAL DATE	- -	OPACMSG	- ---
DUE DATE	- -	TOT CHKOUT	5	YTDCIRC	5
PATRON#	0	TOT RENEW	0	LYRCIRC	0
LPATRON	1240312	LOUTDATE	02-12-2021 11:35AM	AGENCY	0
LCHKIN	02-12-2021 01:26PM				
BARCODE	32380100049772				
CALL #	JF Yag				
MESSAGE	Please check for 3 DVDs				
MESSAGE ➡	Wed Feb 24 2021 06:09PM: IN TRANSIT from cartest to ame				

5. Insert " m- message" and type a message like the one below, with the correct info from your example. You can move the insert window so you can see both of the fields you need.

Example: **Sent from CAR with missing disc-itype=54 Long Loan DVD-replace itype when disc is recovered. Include date and your log-in initials**
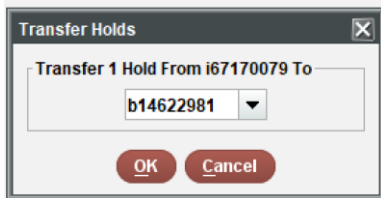
6. Change itype to 110 – Return to Sender
   The easiest way to change this is to click the numeric code in the field and scroll to the end.

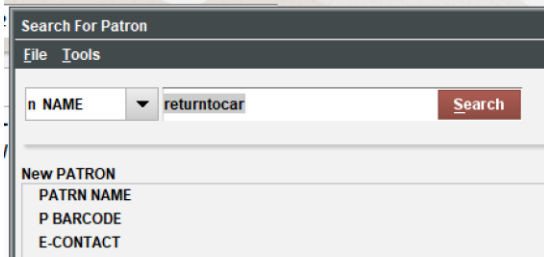7. Choose "Item Leve-Hold", select your patron's hold, and click "Transfer Holds"
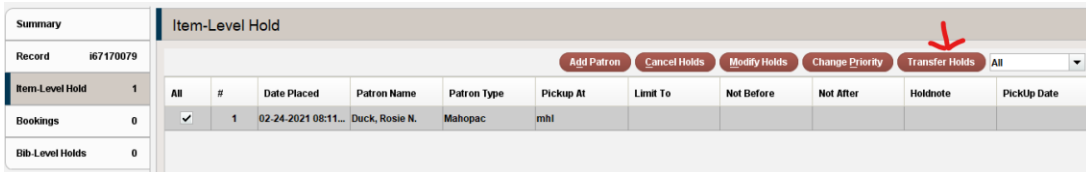
8. Transfer your hold back to the title level. The record in the drop down box must begin with the letter "b" **Click OK**
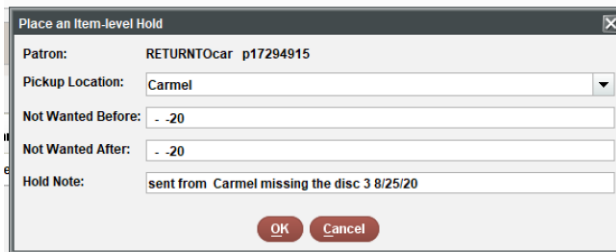

9. In item level hold, click "Add Patron"
10. Search by name for "returnto" plus the library 3 letter code from step 3.
    Example : returntocar

11. Add a hold note

12. Scan the item in **Check in**. It will be set in-transit back to the library that sent it.

*Records have been created for each library for this purpose. To find the right record, search for RETURNTO and the library's three-letter code. For example: RETURNTOcar to return an item to Carmel. These records should only be used to return items to the sending library.

When the RETURNTO library receives the item, the library should:
1. Scan the item in Checkin
2. Read the pop-up message and note why the item was returned.
3. View the item record. Note the last patron's information.

4. Check the item out to the RETURNTO library. This will lead to the item eventually being billed to the library that erroneously checked-in the item if the missing component is not returned.
5. Contact the last patron within 24 hours alerting them that the item they returned was incomplete and asking them to return the missing part.
6. When the item status changes to "billed", return the item to the owning library.

When missing parts are returned and the item is complete

1. Scan the item in search holds
2. Verify that the parts are complete by matching the number of parts to the message that says "check for…"
3. If all parts are there Change the itype back to the original itype noted in the RETURN message
4. Delete the message that was included to describe the missing component (right click on message-choose delete).
5. Check in the item to update status and fill possible holds.