Workflows Tip of the Week

Module: Circulation

Summary: New method of handling Missing Items in Transit

Note: The following procedure is to be used when you receive your weekly Items in Transit report.

Instructions:

1. Unless otherwise requested by the library director, every library will receive one Items in Transit report a week. This will list items being shipped to the library that have been in transit for 14 days or more.

2. Each library has 72 hours to process the In Transit report unless there are some extenuating circumstances (please contact support@sailsinc.org with details).

3. The receiving library should check the shelves and hold shelf to make sure the items didn't arrive and just weren't checked in properly.

4. If the item can not be found, the receiving library contacts the sending library **USING THE FORM ON THE SAILS WEBSITE** located under the Circulation Forms section - http://sailsinc.org/forms/MissingTransit.asp

Missing in Transit Notice

Please enter the following information so you can inform the sending library that the item has not arrived at your library.

Your Name: [   ]

Email Address: [   ]

Please select your library: [--Select from l st-- ▼]

Please select the owning library: [--Select from l st-- ▼]

Barcode of item: [   ]

Title of item: [   ]

Please select the sending library: [--Select from l st-- ▼]

[Reset Form]   [Submit Form]

5. Complete all the information and click on Submit form. The sending library's circulation contact will receive a message asking them to check the shelves.

6. The email will look like this:

Missing in Transit Notice

-------------- Delete text below when replying to owning library ----------
The SAILS library would like you to check your shelves for the following item, which has been in transit for more than 2 weeks:
Barcode of item: 11111111111111
Title of item: test
Owning Library: SAILS
If you don't find it on your shelf, please reply to this message. Your reply will go to the owning library with the information below.

-------------- Delete text above when replying to owning library ----------
The following item has been in transit and we've checked our shelves. You can set it to transit missing.
Barcode of item: 11111111111111
Title of item: test

7. If the sending library cannot find the item then you
   a. Reply to the email
   b. Delete the text below and above the dotted lines
   c. Send the email
   d. This will automatically send the message to the owning library, saying that they can set it to transit missing.

8. The owning library should then set the item to missing in transit to release any holds that may be delayed because of this.

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