

Missing Parts Procedures

When an item is found to have a missing component - through returns, check-in, delivery or any other manner, **DO NOT CHECK THE ITEM IN**. Set the item aside for assessment and PLEASE FOLLOW THE GUIDELINES BELOW.

General guidelines:

The best practice is for library staff to examine each item for damage or missing materials BEFORE the item is checked in. For a more detailed description please see [Guidelines for Inspecting](#).

Owning libraries may choose to circulate well worn items so long as the item has been assessed and previously assessed damage is noted inside the front cover/inside the AV/DVD case.

If a patron claims responsibility for missing parts:

1. DO NOT CHECK IN.
2. Ask patron to look for the missing part. Library will hold the item with the missing part. Inform the patron the item will stay checked out on their record until the missing part is returned. When the part is returned, the item can then be checked in and sent on its way.
3. If the patron cannot find the missing part, fill out a [Damaged item form](#) and send it back to the owning library still without checking it in. The owning library then decides if the part can be replaced (adding a manual charge for part replacement and then checking the item in) or if replacement is necessary (marking the item as lost, creating a bill).

An item with missing parts returned without staff interaction with patron:

1. DO NOT CHECK IN.
2. Look the item up in Search/Holds
3. Note the patron number to whom the item is currently checked out.
4. Staff at the library at which the item was returned must contact the current patron and ask them to look for the missing part. Inform the patron the item will stay checked out on their record until the missing part is returned. When the part is returned, the item can then be checked in and sent on its way.
5. If current patron received item with parts missing, repeat step 4 with L Patron#.
6. If the patron cannot find the missing part, fill out a [Damaged item form](#) and send it back to the owning library still without checking it in. The owning library then decides if the part can be replaced (adding a manual charge for part replacement and then checking the item in) or if replacement is necessary (marking the item as lost, creating a bill).

An item with missing parts arrives via delivery:

1. DO NOT CHECK IN.
2. Look up the item using Search/Holds
3. Note the IN LOC from the item record.

COPY #	1	LCHKIN	07-31-2021 10:41AM
CATEGORY	300	INVDA	03-08-2016
IMEDIA	I BOOK	IN LOC	120
I TYPE	100 BOOK - HARDCOVER	# RENEWALS	0
PRICE	\$9.00	# OVERDUE	0
OUT DATE	08-10-2021 12:21PM	ODUE DATE	- -
OUT LOC	560	IUSE3	0

This is listed by stat group number. A list of stat groups can be found [here](#).

4. Send the item back to the library in the IN LOC with a completed [Damaged item form](#) identifying the missing part.