

## Dealing with In-Transit and Transferred Item Records

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Sometimes items get lost “on the way” never to be found. We need to clean up the item records with the status of In-Transit or Transferred, if we suspect the items are lost.

- If you are sending your item out, the status of the item is called “Transferred”.
- If your item is coming back to you from another library (or being sent onto the next requesting library) the status of the item is called “In-Transit”.

### Please run the Polaris custom report called *In-Transit and Transferred Items* once a month:

- In Polaris, go to Utilities→Reports and Notices→Custom folder→In-Transit and Transferred Items report. Leave the date as is, select your library, and hit Submit.
- In the report, you are concerned ONLY with the items that have been In-Transit or Transferred FOR A LONG TIME. Look at the column second from the right to find the date. If it is older than a few months, there is reason to be concerned. Attempt to locate the item. (Alternatively, if the item has been in transit for years, you may not want to bother trying to locate it.)
- There are three libraries that should check their shelves to see if they have accidentally re-shelved the item instead of sending it out: The Owning Library, the Sending Library, and the Receiving Library. If the Owning library cannot find the item, it is the Owning library’s responsibility to contact the Sending library, and the Receiving library, to ask them to check their shelves.
- If the item is found, **check it in** to find out where to send it to.
- If none of the three libraries can find the item, then it is time for the Owning library to consider the item lost and to delete the item record so that patrons don’t keep putting holds on it.

### Dealing with Item Records with a status of In-Transit or Transferred that are deemed Lost

- Pretend to **check it in**. If you are asked to transfer the item to a patron, say “no”, and then say “yes” to reinstate the hold. This sends the patron’s hold onto another library’s available item to fill the request. (Except if yours was the only item in TRAC, then you will have to say “no” to reinstating the hold.)
- Then go to the item record and change the status to Missing or withdrawn.
- If the item’s in transit status is only a few months old, and you hope it may still be found, you may wish to change the item record to Missing, so no holds will attach. Wait at least two months before changing items from In-Transit or Transferred to Missing.
- If the item has been missing for a long time (a year or more) you may prefer to change the status to withdrawn.