

## DTS-USER Procedures

The DTS-User (**User ID: DTS**) has been designed to make available to our users items that for specific reasons cannot be returned to the shelves. By checking these items out to the DTS-USER record they remain visible in the catalog and available for recall. There are four staff members in the Distributed Technical Services-Alexander office who are responsible for the maintenance of the DTS-USER record and its associated items.

### **The specific reasons items are checked out to this user are as follows:**

- Items in need of repair.
- Items with a call number label problem – worn out, torn off, missing, or has mistakes.
- Items that have been returned damaged by a user, once cleared by a billing supervisor.
- Routine items being removed from the shelves and sent to the DTS office to be processed.
- Items found to be contaminated with mold if they are shipped to the DTS office.

### **The following item categories ARE NOT to be checked out to the DTS-USER record:**

- Circ-on-the-fly items being routed to the DTS office for processing.
- Items identified for withdrawal or transfers that are part of collaborative projects, such as weeding or transfer projects. These items will have their own workflow.

### **Workflow**

When items have been identified as needing to be charged to the DTS-USER record, the following steps will be followed:

- 1) Access Services staff will check out the item(s) to the DTS-USER record (**User ID: DTS**).
  - Click on CHECKOUT wizard.
  - Enter **DTS** in User ID field. Click Enter button.
  - Enter Item ID in Item Barcode field.
- 2) Complete a DTS-User problem ticket identifying the problem(s) with the item. Please fill in as much information as possible, but do not fill in “To be completed at Preservation:” section.
- 3) Items are shipped to the DTS office located in Alexander Library, CAC. All sites should now ship items to the DTS-Alex office, as the DTS-LSM office is no longer staffed.
- 4) When all work is completed, DTS staff will discharge the item, and return it to the owning library for re-shelving, if possible.

### **Recall Information**

- Recall notices for the DTS-USER will be sent to four DTS staff members. DTS staff will locate the item.

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- The work necessary on the items will be performed as a priority so that the item will be available to the patron by the recall due date.
- Any items deemed irreparable will be sent to the selector and recommended for withdrawal. Access Services staff will remove the hold, discharge the item, and notify the patron of the status of the RUL item and recommend requesting another copy – either RUL, PALCI, or ILL.
- If items cannot be located, DTS staff will inform the appropriate Access Services staff contact. Once all possible areas have been searched for the item, Access staff will remove the hold, discharge the item, and notify the patron of the status of the RUL item and recommend requesting another copy – using RUL, PALCI, or ILL. The item will be charged to the appropriate missing user.

### **Additional Information**

- All items charged to this user (circulating and non-circulating) will have a Date Due of Never. A special due date and override is no longer necessary to charge out non-circulating items to the DTS-user.
- Please do not use the CS-Alex or CS-LSM user. Both users will be withdrawn from the user catalog once items charged out to them are transferred.
- Please ship all items, no matter your subjects, to DTS-Alexander, CAC. The DTS-LSM office is no longer staffed.