Patron selects the “missing” button or includes a note indicating the item is missing on an ILL book request form.

- **Is the item **MISSING** in IRIS?**
  - no
    - **Is the item in the same library as the ILL office?**
      - yes → **Conduct a stacks search**
      - no → **Is the item found?**
        - yes → Call or email the owning library’s missing book contact and ask for a stacks check and call back with confirmation of the item’s status.
        - no → or text for next step.
  - yes → **Place an RDS Hold/Request on the patron’s behalf, cancel the ILL request and reply to the patron.**

- **Are there other available RUL copies in IRIS?**
  - no → **Place an interlibrary loan request for the item.**
  - yes → **Place an RDS Hold/Request on the patron’s behalf, cancel the ILL request and reply to the patron.**

- **Are there other available copies in the PALCI catalog?**
  - no → **Place an E-ZBorrow request on the patron’s behalf, cancel the ILL request and reply to the patron.**
  - yes → **Place an RDS Hold/Request on the patron’s behalf, cancel the ILL request and reply to the patron.**

- **Is the item in the same library as the ILL office?**
  - yes → **Is the item found?**
    - yes → Call or email the owning library’s missing book contact and ask for a stacks check and call back with confirmation of the item’s status.
    - no → **Is the item found?**
      - yes → **Place an RDS Hold/Request on the patron’s behalf, cancel the ILL request and reply to the patron.**
      - no → or text for next step.
  - no → **Go the circulation desk and ask access services staff to immediately charge the item to their MISS-(LIB) user.**

- **Are there other available copies in the PALCI catalog?**
  - no → **Place an interlibrary loan request for the item.**
  - yes → **Place an RDS Hold/Request on the patron’s behalf, cancel the ILL request and reply to the patron.**

- **Is the item in the patron’s pickup library?**
  - yes → **Cancel the ILL request and reply to the patron.**
  - no → or text for next step.

- **Are the item found?**
  - yes → Call or email the owning library’s missing book contact and ask for a stacks check and call back with confirmation of the item’s status.
  - no → or text for next step.