**Books Reported Missing at Library Service Desks**

**A Flowchart**

Rutgers University Libraries

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**Patron reports a book missing at a CIRCULATION DESK**

**Patron reports a book missing at a REFERENCE DESK**

Staff searches for the item's bib record, if possible in WebCat (the patron's view). Verify that the patron is interpreting the call number and location information correctly: location (KILMER, ART, etc.), sublocation (REF, RESV, EAL, etc.), and status (STACKS, CHECKED OUT, etc.). Confirm that the patron understands how to read LC call numbers (for example, HV382 vs. HV3825) and was searching in the correct area of the library.

**Do you have time to check the stacks?**

- **no**
  - Are you circ staff?
    - **no**
      - Go to the stacks with the patron and look for the item. Check the sorting shelves.
    - **yes**
      - Charge the item to your library’s MISS-(LIB) user.
        - Does the patron want to be notified if library staff find the item?
          - **no**
            - Discuss alternatives with the patron.
          - **yes**
            - Fill out a “Missing Book Form.” Tell the patron that if the item is found within 14 days it will be held at the circulation desk and s/he will be notified by email and in Self Services.

- **yes**
  - Did you find the item?
    - **no**
      - Discuss alternatives with the patron.
    - **yes**
      - Happy Patron!

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- **yes**
  - Walk with the patron to the circulation desk or call circulation (depending on the physical layout of the library) and arrange with staff to immediately charge the item to the library's MISS-(LIB) user. The item’s status in IRIS becomes MISSING and it is now eligible for automated request and delivery options.

**Assist the patron with interlibrary loan.**

**Are there available copies in the PALCI catalog?**

- **no**
  - Are there other available RUL copies listed in IRIS?
    - **no**
      - Assist the patron with an E-ZBorrow request.
    - **yes**
      - Assist the patron with a “Deliver/Recall Book” or “Request Article/Other” form.

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