

Owning Library: _____

Instructions for staff: fill out this form and put it inside the problem item. Use a blue intersystem routing label to send the item in delivery to its owning location.

PROBLEM ITEM FORM

From Library: _____

Date: _____

Staff member name: _____

Item Title: _____	
Item Barcode: _____	
<input type="checkbox"/> Damaged Item <input type="checkbox"/> Parts Missing <input type="checkbox"/> Disc Skips/Defect <input type="checkbox"/> Barcode doesn't scan <input type="checkbox"/> Other:	Describe problem here:
Item was received:	
<input type="checkbox"/> Upon receipt from transit	<input type="checkbox"/> Upon return from patron

Was this problem caused by patron misuse? **Y N**

If yes, patron barcode: _____

Have you already discussed the issue with the patron? **Y N**

Is the item still checked out to the patron? **Y N**

Have you contacted the owning library? **Y N**

Name of staff you talked to at owning library: _____

Details or notes:



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Procedures for using Problem Item Form:

This form is intended to aid the owning library in identifying problems with their materials which prevents normal circulation to library patrons.

For items that arrive from transit in a condition that prevents circulation: Cancel the request then fill out the form and include it with the item when sending it back to the owning library. If a transit slip is not created, use a blue intrasystem routing label. If your patron still wants the item, place a new request for a different copy.

For items that are returned to your library with a problem, whether noted by staff or reported by a patron: Check the item in, fill out the form, and include it with the item when sending it to the owning library. If a transit slip is not created, use a blue intrasystem routing label.

If the item is still checked out to a patron or is being returned with a problem due to patron misuse: Contact the owning library if possible before checking the material in and sending it back. (*Owning libraries: if you have questions, reach out to the library from which the item came, not the patron.*)

Instructions for the Owning library: Upon receipt of an item with a Problem Item Form, move the item to a status of "Damaged" or "Mending" depending on your library's procedures, until the situation has been corrected or until another decision has been made about the item (ex: withdrawing an extensively damaged material).



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