GEORGIA PERIMETER COLLEGE LIBRARIES

Procedures for Items Not Found

1. These procedures apply when a patron has brought an item to the circulation desk for checkout, and the staff member has received the following message when trying to charge the item.

![Image of Voyager circulation interface]

2. This message means that there is no item record for this item. It can still be circulated at this point, but, **after it is returned, it will need to be sent to Library Technical Services to be cataloged.**

3. The staff member should manually stamp the due date on the date due slip in the book, and fill out the **Item Not Found** form **completely.**

4. **Item Not Found** forms should be kept at the circulation desk and checked monthly for overdue items. Patrons with overdue items should be contacted and return of the item should be requested. If the book is overdue for more than a month, the patron should be contacted again and notified that, if they do not return the item, their account will be charged a $70 fee for a lost item and they will be blocked in Banner.

5. **NOTE:** Most items are returned at this point. If an item has not been returned even after these steps were taken, consult the head of circulation for further direction. (If a staff member does end up having to post a $70 lost fee on a patron’s account, they should leave the barcode field blank when posting the fee. Since the barcode is not in the catalog, Voyager will not let you post a fee using it. See the screen shot on the following page.)
6. When the item is returned and discharged, the following message will appear.

7. **Anytime this message is seen when discharging items**, the staff member must check the stack of Item Not Found forms, find the corresponding form, insert it in/attach it to the item, and send the item to Tessa Minchew in Library Technical Services to be cataloged. If the item does not have a corresponding Item Not Found form, just attach a post-it to the cover reading “Item not found”.