**Problem Items**

**Damaged Shelf**

* Arranged alphabetically by patron last name
* Missing and Damaged are filed SEPARATELY
* Shelves should be checked weekly, clearing material that has been on the shelf for 6 months
* After 6 months, remove item from damaged shelf.
* Black out barcodes and PCCLD stamp.
* Put in trash or send to Friends.

**Missing Shelf**

* Arranged alphabetically by patron last name
* Missing and Damaged are filed SEPARATELY
* Check the shelf daily, sending items to Technical Services that have been on the shelf for more than 7 days

**Damaged material that is attached to a patron (Damaged beyond repair)**

* Example: Dog-chewed books, water damage, etc.
* Check the item’s circ notes to determine if this is new damage
* Mark the item lost using the Mark Item Lost Wizard, billing the patron
* Fill out the Problem Item slip
* Contact the patron to notify them of the bill
* File the item alphabetically on the Damaged shelf

**Damaged material that is NOT attached to a patron**

* Example: Excessively worn, needs new cover, broken binding (items that should not be returned to circulation)
* Check the item out to 1REVIEW
* Place it on the Review shelf
* Supervisor will determine if the item can be mended. Items that can be mended will be routed back to the department. Items that cannot be mended will be discarded by the Supervisor.

**Items returned missing pieces/parts**

* Fill out the Problem Item slip
* Contact the patron and NOTE patron account
* Check the item out to 1TECHSVCS
* Place the item on the MISSING shelf for 7 days
* When a patron returns the missing piece or case, match it with the corresponding part from the MISSING shelf (If the case has already been sent to technical services, send the corresponding part there as well)
* Discharge the item and put it back in circulation
* \*\*Any item that has parts returned prior to 2/15 should be sent directly to Abby

**Items returned with mismatched pieces**

* Mismatched items that cannot be traced to a patron should be checked out to 1TECHSVCS and sent to Abby

**Music CDs, Audio Books, or DVDs that have playing problems**

* Check items out to 1REPAIR
* Fill out Audio Form
* Place on Robert’s shelf

**Items that need system work (Brief title, Call # change, Location change, Item not in SIRSI, etc.)**

* Fill out the yellow Technical Services slip
* Check item out to 1TECHSVCS
* Place on Technical Services shelf

**CSA**

* Roam the lobby, greeting patrons as they enter/exit
* Guide patrons/give directions – use the newsletter/display screen
* Monitor security gates
* Fill displays
* Straighten and shelve holds
* Introduce patrons to the self check
* Assist with self-check
* Pick up trash/baskets and straighten paper displays (bookmarks, etc.)
* Interior bookdrop (check it and take the cart to the back – DO NOT process the bookdrop)
* Once we have a computer and you have rec’d training, assist patrons with the PAC