

LIBRARY POLICY MANUAL

**SECTION:** Circulation Services &  
Technical Services

**Date Issued:**

**Revised:**

**SUBJECT:** Missing Items Policy

**Attachment(s):**

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**I. Purpose**

The purpose of this policy is to provide guidelines for handling items that are missing from the collection, but have an “on shelf” status in the Library’s online catalog.

**II. Definitions**

**Missing items:** Items that have an “on shelf” database status, but are not on the shelf.

**Public Service staff:** Library staff who deal directly with the public, e.g. Reference, Circulation, and Youth Services staff members.

**III. Policy**

It is the policy of the Library to make every attempt to locate items that have an “on shelf” database status, but are not, in fact, on the shelf. When “on shelf” titles cannot be found, staff check these items out to the Trace card, both to give a due date to the missing items and to initiate a search procedure.

If, however, a patron places a reserve request for a missing “on shelf” item, or if staff needs to examine a title for professional purposes, the item is handled as an open hold. (See the Open Hold Policy)

**IV. Procedures**

1. Search the collection for the requested/needed item; **(Public Service staff)**
2. If not found, check the item out to the Trace card with a 3-month due date placed as an override date; **(Public Service staff)**
3. Print out a list of all items checked out to the Trace card two times a month, normally the second and fourth Mondays of each month; **(Systems Manager and Technical Services staff)**
4. Search the shelves for the items on the Trace printout report; **(Technical Services volunteers)**

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5. Check in the items that are found; (**Technical Services staff**)
6. Return the Trace printout report to the Technical Services Supervisor after the shelves are checked; (**Technical Services staff**)
7. If the item is not found after the 3-month search, give a copy of the record to the appropriate selector; (**Technical Services staff**)
8. Reorder the item or discard it by placing a copy of the title record in the box on the discard shelf in Technical Services; (**Selector**)
9. Delete the records designated for discard. (**Technical Services staff**)

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