

8/1/19

REQUESTED TOO LONG

Report type: Requested too long
Minimum days: 80 days
Sort by: item location

Description: Requests made by our patrons that have a requested status but have not yet been filled.

Action: Run report monthly, cancel holds over 1 year. Replace any holds with available copies in Prospector.

Detailed Instructions:

- In Sierra, pull down menu of Function bar and choose INN-Reach –Reports.
- Report type pull down menu choose Requested too long.
- Minimum days: enter 80
- Sort by: Item location
- Click on Prepare icon at the top of page

This will take several minutes to collect data. Once data is collected, it will appear on page. Click and drag from bottom of page to hilite entire page copy to Excel sheet. Print.

IN TRANSIT TOO LONG

Report type: In Transit too long
Minimum days: 21 days
Sort by: item location

Description: Items that have been requested and status is in transit but we have not received yet.

Action: Run Report Monthly; if Prospector item, email owning library to check their shelves. If Mobius, wait up to 5 weeks and email owning library. Try to re-request the item.

Detailed Instructions:

- In Sierra, pull down menu of Function bar and choose INN-Reach –Reports.
- Report type pull down menu choose In Transit too long.
- Minimum days: enter 21
- Sort by: Item location
- Click on Prepare icon at the top of page

This will take several minutes to collect data. Once data is collected, it will appear on page. Click and drag from bottom of page to hilite entire page copy to Excel sheet. Print.

RECEIVED TOO LONG

Report type: Received too long
Minimum days: 8 days
Sort by: item location

Description: Items that are on our hold shelf past 7day allowance and patron has not picked up (or did pick up but failed to check out properly).

Action: Run report 1-2 times per month; return item if patron states they do not have the item at home.

Detailed Instructions:

- In Sierra, pull down menu of Function bar and choose INN-Reach –Reports.
- Report type pull down menu choose Requested too long.
- Minimum days: enter 8
- Sort by: Item location
- Click on Prepare icon at the top of page

This will take several minutes to collect data. Once data is collected, it will appear on page. Click and drag from bottom of page to hilite entire page copy to Excel sheet. Print.

RETURNED TOO LONG

Report type: Returned too long

Minimum days: 21

Sort by: item location

Description: Owning library did not check in on their end; item is still on our patron’s card as returned status.

Action: Run report monthly; manually open each patron’s library account and delete virtual entry.

Detailed Instructions:

- In Sierra, pull down menu of Function bar and choose INN-Reach –Reports.
- Report type pull down menu choose Requested too long.
- Minimum days: enter 21
- Sort by: Item location
- Click on Prepare icon at the top of page
- After compiling report, click ‘All’ then ‘Remove’. The system goes through and removes all erroneous listings, close report and run again and you will have just the ones that need to be checked.

This will take several minutes to collect data. Once data is collected, it will appear on page. Click and drag from bottom of page to hilite entire page copy to Excel sheet. Print.

PAGED TOO LONG

Report type: Paged too long

Minimum days: 4

Sort by: item location

Description: Items from our collection that a Prospector patron has requested and we have not processed. Staff didn’t pull, transfer or cancel the paging slip and its status is still ‘prospector paged’ in items record.

Action: Run report monthly; send out to each branch for staff to pull items. Any that can’t be found or transferred, cancel.

Detailed Instructions:

- In Sierra, pull down menu of Function bar and choose INN-Reach –Reports.
- Report type pull down menu choose Paged too long.
- Minimum days: enter 4
- Sort by: Item location
- Click on Prepare icon at the top of page

This will take several minutes to collect data. Once data is collected, it will appear on page. Click and drag from bottom of page to hilite entire page copy to Excel sheet. Print.