

Recommended Best Practices for Prospector Libraries

Updated July, 2017

Paging Slips

1. Fold the paging slip in half and insert text-out, face-up and just inside the front cover when lending—regardless of where the barcode is located. Do not return or keep paging slip for privacy reasons. If using a receipt as paging slip, make sure it's securely placed in item.
2. Fold and staple the courier slip and attached it to the outside of the book. Please don't use the paging slip as a courier slip as important information may be lost if the slip is damaged in route. For examples, refer to **Prospector & Courier Best Practices** document on the Prospector Staff website: <https://www.coalliance.org/document-delivery-committee>
3. Paging slips should be printed at least once per day Monday through Friday except on holidays or other closures.

Packaging

1. Please do not affix any date due slips or other sticky-type materials to books that have been borrowed. Taskforce recommends bookbands, bookmarks, or other non-adhering type processing.
2. Rubberbanding: ILL best practice is used. No more than 3 books or 4-6 inches should be rubberbanded in one stack. Also, separate larger items from smaller ones. This improves safety and promotes good ergonomics when lifting, sorting, etc

Courier Issues

1. If a book destined for a different library mistakenly comes to your site, go ahead and re- tag the book for the courier to deliver to the appropriate destination.
2. Stolen and damaged books are handled like any other lost book. The owning library should work with CLIC if an item is damaged by their courier

Reports

1. INN-Reach reports: Each institution should run all INN-Reach reports at least once per quarter if possible. The "minimum days" field on all reports should be set for at least 8 days. Received Too Long report should be set longer than your hold shelf expiration. Delete virtual items on the RTL list with a status other than "@"; this may require manual deletion within a patron record. Please send reports to other libraries toggled and sorted by call number.

Procedural

1. If you need to contact another library with a Prospector concern, contact the person listed as the

day-to-day contact on the Document Delivery committee list on the Prospector staff website:

<https://www.coalliance.org/document-delivery-committee>

2. If an item is returned from the borrowing library missing a component like a CD or DVD, contact the borrowing library's Prospector representative (day-to-day) contact for follow-up.
3. When a new library joins Prospector, add the location code to the branch locations table in each local system. The branch name field should include the name of the library and its courier code if applicable.
4. Barcode any requested item before it leaves your library
5. When reporting an INN-Reach problem to the ILL helpdesk, please copy the Alliance (help@coalliance.org) so they are apprised of issues that may be consortium-wide.
6. Do not print in-transit slips for returns (unless used for an in-house, local use only practice).
7. If a book is received without a virtual record, you may check the item out to a patron manually.
8. Before returning an item to the lending site, remove all paperwork such as paging slips, bookmarks, and book bands (if not a MOBIUS item).

Lost

1. Any mildly damaged items received should be considered "lendable" by the borrowing library. The lending library determines when a damaged book can be sent and when it cannot. It is recommended that the lending library make an effort to protect the item for both in-transit trips (perhaps using a jiffy mailer). Receiving library should provide additional information to the patron receiving it—i.e. to be careful with the fragile item.
2. No money is exchanged between libraries for lost items, except in the case of special PASCAL checkouts with Prospector itype 206 (bound journals). For those items, the borrowing library is responsible to pay the lending library a replacement charge of \$400. Libraries who borrow CRL items through Prospector should refer to CRL's policies for lost items.
3. Each library will determine the price they will bill to their own patrons for lost Prospector items. Negotiations with patrons on the replacement of books or reduction in fees are determined by the borrowing library. Not all lending libraries will accept replacement copies. A list of libraries that will accept a replacement copy is available on the Document Delivery Committee's web page.

Other

1. Borrowed PASCAL items should be returned directly to PASCAL (C194).

2. Libraries that will be closed for an extended period due to holidays or other circumstances should contact the Alliance to discuss borrowing and lending functions during the closure.
3. The Prospector Document Delivery Committee generally meets 4 times per year in February, May, July and October unless a special meeting is required.
4. Claims Returns (CR) are used to sever links (virtual item/virtual patron) in order to clean up old transactions of lost/billed/stolen, etc. books. Since CR is a patron record based transaction, clean-up of bibliographic/item records will require the borrowing library to be contacted to perform the CR. This is per the Reconciliation policy change of 2004. Please don't use the claims return function on MOBIUS items.
5. Recalls: There is no way to recall an item in order to shorten the checkout period of an item in Prospector. However, if an item loaned through Prospector is needed for course reserves or another immediate obligation, the owning library should contact the borrowing library and request that they contact the patron and ask for early return of the item.
6. The length of time a book sits on your hold shelf should be at least 7 days and no more than 14 days.