

Bibliovation procedure: What to do when you receive an item in transit to fill a hold and it is damaged or defective?

Item has not been checked in

1. Check the item out to an Internal patron account that you can use for this purpose, like the account you use to checkout Mending items.
2. The item will be checked out to this account and the original patron's hold will remain active and at the top of the holds queue.
3. Check the item in, click Ignore if the system wants to trap it for a hold.
4. Change the item status to **Defect Reported**.
5. Fill out the problem form with detail indicating if the item is defect reported or damaged.
6. Send the item back to the owning library with the problem Item form.

Item has already been checked in, patron has Hold Waiting message on their checkout screen

1. Check the item out to an Internal patron account that you can use for this purpose, like the account you use to checkout Mending items.
2. You will see a pop-up like the one used for Hold Pickup authorized checkout

The screenshot shows a library system interface for a patron named SCA PROCESSING HEIDI (29078007446787). The interface includes a navigation bar with buttons for New, Edit, Change Password, Print, More, and Mute Sounds. On the left, there is a profile section for SCLS INTERNAL (4810 S BILTMORE LN #101, MADISON WI 53718) with a 'Check Out' button. A red-bordered error message box is overlaid on the screen, containing the following text: 'Cannot check out item Marvel's The Avengers (DVD)'. Below this, it says 'Please resolve the following conditions:' followed by a red warning icon and the message: 'The item is on hold and marked as WAITING for KAREN EXPIRED (29078007446985, SCLS Headquarters)'. There are two options: 'Override Block?' with a checked checkbox, and 'Process hold, do NOT check out' with a link icon. At the bottom of the error box, there are two buttons: 'Override blocks and check out (y)' with a green checkmark icon, and 'Cancel transaction (n)' with a red X icon.

3. Click the Override block checkbox and then the 'Override blocks and check out' button.
7. The item will be checked out to this account, the Holds Waiting message will be removed from the original patron's Check Out screen and their hold will remain active and at the top of the holds queue.
8. Check the item in, click Ignore if the system wants to trap it for a hold.
9. Change the item status to **Defect Reported**.
10. Fill out the problem form with detail indicating if the item is defect reported or damaged.
11. Send the items back to the owning library with the problem Item form.