

Items Returned from OKU Access Services and Other Units (LTS Procedure #107)

Scope : *This document provides general guidelines for Database Quality staff who deal with problem books and other material returned from other units.*

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A. General Guidelines

Consult the following documentation, as well as staff in LTS Acquisitions and Cataloging, as needed:

- [Added Volumes/Copies](#)
- [Barcoding](#)
- [Classification Web](#)
- [Creating/Updating Holdings Record \(Voyager\)](#)
- [Fastcat](#)
- [Location and Call Number Corrections](#)
- [Oversize Chart](#)
- [Medium Rare Transfers](#)
- [Physical Processing](#)
- [Withdrawals, Transfers, and Reinstatements](#)

****Note: when making any changes to the Instance, Holdings, or Item Records as described below, make sure to add the appropriate Maintenance information to the Administrative Note of the Instance Record (e.g. „mc or „mp)****

B. Instance record problems

Fix typos and other errors. If error appears in the Title, Edition, Publication, Physical Description, or Series fields, pull book and verify. Update Instance record if needed. If bib record is updated, notify Cataloging staff to update OCLC record, or overlay the FOLIO Instance with the updated/corrected record from OCLC, if appropriate.

C. Call number problems

1. **Instance call number differs from call number assigned:** Determine whether the assigned call number is reasonable and fix, if necessary. If assigned call number is reasonable, make sure the Holdings Call number matches the call numbers in/on book, and return to the stacks.
 2. **Duplicate items with different call numbers:** Verify that items are in fact copies. Withdraw duplicate copy, or fix incorrect call number and add as copy 2, as appropriate.
 3. **Oversize symbol questionable.** Verify correct oversize status and fix, if appropriate.
 4. **Partial, obsolete, or otherwise inappropriate call number:** Fix call number if an updated record can provide a usable one, or send book to Cataloging to have new call number assigned.
 5. **Same call number on two or more physical items:** If items are 2 identical copies of the same resource, add copy number to one of them as appropriate. If the resources are different, determine whether the duplicate call number was mistaken, or if the works are sufficiently related to have been assigned the same call numbers (e.g. exhibition catalogues for artists who exhibited once in the same year). If the sameness was a mistake, adjust the call number in the Holdings record and in the affected book and have it re-marked. If it is the result of legitimate call number duplication, select one of the books, and add an appropriate work letter (starting with "b") to the end of the date of the call number field in the **Holdings Record** to distinguish it from the book with the same call number. Adjust the written call number inside if applicable, and have the piece re-marked in Physical Processing.
 6. **Spine label differs from call number written on item.** Identify call number is incorrect and fix it. Consult with cataloger as needed.
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D. Holdings Record Problems

1. **Multipart item lacking holdings statement, or holdings statement does not match item(s) in hand:**. Add or adjust **Holdings Statements** for volumes, indexes, and/or supplements as needed.
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E. Item Problems

1. **Enumeration/chronology in item record differs from that on published item or in handwritten call number:** Determine correct enumeration /chronology and fix spine label, handwritten call number or item record, if appropriate.
 2. **Item record attached to wrong Holdings:** Relink item to appropriate Holdings, creating new Holdings if needed.
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F. Location Problems

1. **Location questionable:** Change the Permanent Location field in **both the Holdings and the Item record**, if appropriate.
 2. **Location varies on spine, on flyer, or in FOLIO:** Fix spine label, insert correct flyer, or edit online record, as appropriate.
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G. Physical Processing Problems

1. **Call number on spine label questionable:** Compare with Holdings call number in FOLIO. If FOLIO call number is legitimate, create new spine label if necessary, or send back to stacks if call number is appropriate after all.
2. **Spine label lacking:** Create and apply new spine label, or have re-marked by Physical Processing staff and sent to appropriate location.