Manual Loans Procedure (LTS Procedure #86)

Background: *Manual loans occur when a patron signs out a resource that lacks an Item record in the database. When the Circulation staff don't see a record for the item, they have the patron fill out a card with some brief bibliographic information, and the patron's contact info. The patron can still take the resource, and the information is brought to LTS, along with new barcode data (if applicable), so that a record can be adjusted or created to match the piece. The information is then returned to Access Services, so that the material can be properly charged to the patron online, enabling the full range of services for the charge (i.e. renewals, recalls, etc.).*

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Workflow:

Patron brings piece to Circ. desk, and record is not found, so they're asked to fill out a manual loan card. The patron writes the name of the book, the author, the call number, and their contact information.

If the piece lacks a barcode, Access Services staff take a set of DOUBLE Barcodes, and put one on the piece, and one on the manual loan card.

If the resource already has a barcode that doesn't match an existing Item record, Access Services staff do NOT need to apply a barcode to the piece & card, but the existing barcode on the piece should be visible in the photocopy provided to LTS (see next steps), or it can be written on the manual loan card.

AS staff staff make a photocopy of the book’s title page, title page verso, and handwritten call number.

AS staff bring the card and photocopies to the Database Quality Supervisor in LTS, or other designated staff, **to be processed on a Rush basis**.

LTS staff locate the best available Instance record based on the card and photocopy, whether using existing FOLIO records, importing from OCLC, or creating one as necessary.

To find or input the correct record, LTS Staff may need to consult with fellow staff who have more appropriate language expertise for the material.

LTS staff create an “In Process” Holdings record for the Instance, if applicable, with a **Holdings Note** (note type: note) saying: “Manual Loan, send to 110 Olin when returned”, and any other appropriate explanatory information (see Examples section below). The clearer the note, the better. The manual loan note should be checked as **staff only.**

If it is not necessary to create a new Holdings, LTS staff will add the Manual Loan note to the appropriate existing Holdings. This would occur in cases where we appear to have an Instance and a Holdings record for the piece, but it lacked an item record, e.g. because it was withdrawn/lost.

LTS staff create a new Item record for that Holdings (using the Barcode on the card or photocopy), and paste the Manual Loan note (from the Holdings) in the “Note” area of the Item record (**staff only**).

The Instance, Holdings, and Item records associated with this loan will be active and un-suppressed.

LTS staff return the card to Access Services, usually in the Public Services office, so they can link the resource to the patron in the Check-Out app.

When the Patron returns the piece, Access Staff staff will check it in, and bring it to the Database Quality Supervisor.

LTS staff catalog, re-instate, and/or re-mark the resource as appropriate, and delete the manual loan notes from the Holdings and Items records, set the Item Status to “Not Charged”, and send the item back to the stacks.

Examples::

There are many scenarios in which a resource will lack an Item record, and careful judgment must be used by the staff member who is processing the resource. Below are a few cases requiring different approaches, and there are others not covered here. Please consult the appropriate staff if questions arise.

1. One common case is when a patron signs out a book that has been withdrawn because it was lost. In this case, the original item record will have been deleted. but the Holdings would probably still have a Call number. **Check to see if there may be a call number mismatch between the book and the database**. If the photocopy doesn't include the written call number, wait for the book to come back and be sure to check-- there's a reason why it was "lost" but found in the stacks: usually a call number mismatch. Holdings and Item notes could say something like: "Manual Loan: please send to 110 Olin when returned by patron–had been withdrawn, but found in stacks. Will confirm cataloging when book is in hand".

2. If a Patron has found & checked out a piece of a multi-volume or serial that is not reflected in the Holdings, a new Holdings record does NOT need to be created just for the checked-out piece. That is, if the patron has no. 5, and the Holdings shows that we have 1-4 and 6-8, the Holdings note can say something like "MANUAL LOAN for No. 5. Please send to Olin 110 when returned by patron, new Item created for it on this Holdings".

3. If the patron has found & checked out a second copy of a work that **was not in the database,** a new "In Process" Holdings (and corresponding Item record) may be created for the existing bibliographic record, with the Holdings and Item notes stating: "MANUAL LOAN: Please send to 110 Olin when returned. Looks like a Copy 2 of this piece that was not in the database, will need re-marking" (In this case, 2 records are created: a new Holdings, plus a new Item record).

4. If the patron has found & checked out a resource for which there are no records at all, LTS staff may import a good bibliographic match from OCLC, or create one from scratch, and assign a new "In Process" Holdings for it, plus a corresponding Item record. (In this case, 3 new records are created: Bibliographic, Holdings, and Item).