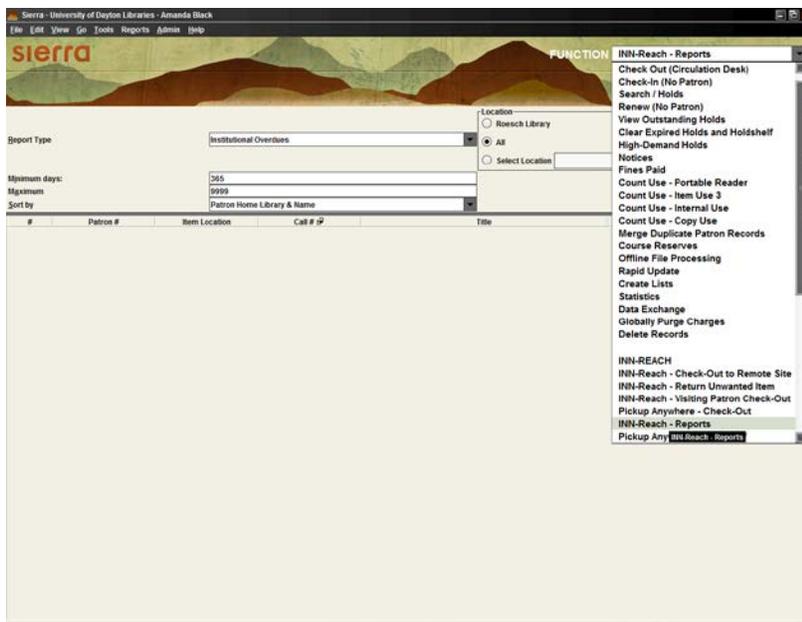**Received Too Long Report**

Staff should regularly prepare the "Clear Expired Holds and HoldShelf, INN-Reach holdshelf' list to locate items that have been on the hold shelf for 10 days or more and process these items.

The "Received Too Long" report will also locate these items.

To create the Received Too Long Report

1. Select INN-Reach Reports from Function bar.

2. Running the report
    a. In the reports field, change the **Report Type** drop-down menu to "Received too long."
    b. Enter number of days in "**Minimum days** "field. For example if you enter 10 in the text box, the report includes items that have been received for 10 days or longer.
    c. **Sort by** "Received Date"
    d. This will put the items in call number order by location.
    e. Click the **Prepare** icon in the upper-right corner.

3. Click the **Print** icon in the upper –right corner. It's recommended to print to an email account so you can copy and send the particular information to the appropriate pick-up locations via email.

For institutions with multiple pick-up locations you will need to check the patron's record for the pick-up location of the particular item. In some cases the home library may not be the pick-up location. Contact the library staff at the pick-up location noted on the patron record to have them locate and remove the item from the hold shelf.

#	Item Location	Call #	Title	Home Library	Patron #	Received Date
1	ws3ug-Wright State Unive...	RC480.8 .W33 2011	Therapeutic communication : knowing what to say wh	rc -Roesch Library	p	08-27-2014
2	mu3ug-Miami University	RC473.C37 K74 2015	Treating those with mental disorders : a comprehen	rc -Roesch Library	p	01-28-2015
3	ca2ug-Case Western Res...	ML3920 .M315 2010	Adolescents, music and music therapy : methods and	rc -Roesch Library	p	04-23-2015
4	od4bg-Ohio Dominican Uni...	371.2 L4697s, 2011	Leadership for social justice and democracy in our	rc -Roesch Library	p	04-23-2015
5	ws3ug-Wright State Unive...	TK7874.8 .M58 2008	Introduction to nanoelectronics : science, nanotec	rc -Roesch Library	p	06-02-2016
6	ci3ug-University of Cincinn...	CB113.H4 H3713 2015	Sapiens : a brief history of humankind / Yuval Noa	rc -Roesch Library	p	06-08-2016
7	os4uq-Ohio State University	QH430 .J62 1993	An Introduction to genetic analysis	rc -Roesch Library	p	06-10-2016

7 entries

4. Check the hold shelf looking for misspelling of patron name, reversal of first name/last name, books belonging at other library locations, use of uniform title or incorrect alphabetizing of patron name.

    a. Items located can be marked as returned (INN-Reach-Return Unwanted Item) and sent back to the owning library.
    b. Items not found
        i.   Search library stacks to see if item might have been shelved there by mistake.
        ii. Contact patron – book may have been given to patron without proper check out.

5. Contact the owning library to check stacks for any items not found on hold shelf.

    a. The owning library can decide whether to check in and mark as missing or to wait for a specified amount of time before checking in the item.
    b. Attempt to request another copy for your patron.