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.
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.