Returned too long

This report will generate a list of items owned by other schools that have had a status of RETURNED for a significant amount of time.

Running the report

Note: You're actually going to run this report twice.

1. In the reports function, change the **Report Type** drop-down menu to 'Returned too long.'

2. Change the **Minimum days** field to 10.

3. **Sort by** patron number.

4. Click prepare in the upper right, then print.

What to do with the report

The report will list a bunch of information, such as your library's patron's name and the other library's item info. All you're really looking for at this point is the Central Status line and the Central Due Date line.

```
Virtual Item Number    : i62511142@fr2ug
Barcode                : 33634003405385fr2ug
Home Library           : mm   -Main Library
Item Location          : fr2ug-Franciscan University
Title                  : The strengths perspective in social w
Call Number            : HV41 .S827 2009
Returned Date          : Thu Mar 28 2013
Central Name           : ohioi
Central Status         : -
Central Item Level Holds: 0
Central Due Date       : -
```

If that line has a dash it (–) it means that the item has a status of available in the OhioLINK catalog.

```
Virtual Item Number    : i32324327@ak2ug
Barcode                : 310029030943310ak2ug
Home Library           : mm   -Main Library
Item Location          : ak2ug-University of Akron
Title                  : I can write like that! : a guide to mentor texts a
Call Number            : LB1576 .E345 2009
Returned Date          : Thu May 02 2013
Central Name           : ohioi
Central Status         : @
Central Item Level Holds: 0
Central Due Date       : Fri Mar 29 2013
```

If the Central Due Date is *before* the date upon which you've run the report, it generally means that the book was returned to the owning library and they checked it in, but somehow the central system failed to delete the virtual item record in your own system.

```
Virtual Item Number    : i163692105@cc2pl
Barcode                : 1232905123cc2pl
Home Library           : mm   -Main Library
Item Location          : cc2pl-CUYAHOGA COUNTY PUB LIB
Title                  : One piece. Vol. 18, Ace arrives / story and art by
Call Number            : GRAPHIC NOVEL
Returned Date          : Thu Mar 28 2013
Central Name           : ohpir
Central Status         : Bad item request (i163692105@cc2pl) sent to Central ohpir
```

There's also an oddity in which the Central Due Date line will say "Bad item request…"

For any of these that you find, go into the patron's record and delete the virtual item record.

1. Go into the patron's record.
2. Click on the INN-Reach tab.

3. Find the item in question. It should be in OhioLINK RETURNED status.
4. Right-click on the item.
5. Select DELETE VIRTUAL ITEM RECORD from the menu.

If the Central Due Date is roughly a month or more *after* the date upon which you've run the report, it means that the book made it back to the owning institution and someone else has checked it out. (This shows up only rarely.) You can also delete these virtual item records.

Important: If the Central Status is a dash *and* the Central Due Date is fairly old (more than four months), you'll need to check your patron's fine history to see if he or she were billed for the book. If this turns out to be the case, you'll need to contact the owning library and verify that the book has come back. If it has, follow whatever policies and procedures exist for crediting returned OhioLINK items that were billed.

Now that you've cleaned up all the items with dashes in the status line, run the report again.

Running the report

1. In the reports function, change the **Report Type** drop-down menu to 'Returned too long.'

2. Change the **Minimum days** field to 10.

3. **Sort by** item location.

4. Click prepare in the upper right, but **do not print.**

What to do with the report

This will generate the same list, minus the items you've already taken care of. This time it's sorted by item location which groups all the items from the same school together.

Right-click on the first item in the list and select VIEW DETAIL from the menu. From the box that pops up you can copy and paste this information into an email. (This is why you don't want to print this report the second time you run it.)

Compose an email to the Pcirc contact person at each library from which you have books in the report. Copy and paste the information for each book into the email. (You will often have several books from one school.) Ask the Pcirc contact if the item has made it back and, if so, if they would check the item in. Most of the responses will be that the book was found and checked in. At that point, check your patron's record to make sure the virtual item record is gone. In most cases it will be, but if not go ahead and delete it.

If the Pcirc contact person tells you that the item has not made it back, do nothing. The next time you run this report, go through the same process. If they still cannot find the book, tell them that you're going to delete the virtual item record and that they can follow whatever procedure they have for missing books.