

Item Record Withdrawal: Policies & Procedures – November 2005

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[To be completed by SECP]	
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PART I. Item Record Withdrawal Policies

[To be drafted by SECP]

PART II. Item Record Withdrawal Procedures

A. Process MFHD updates in the Voyager Cataloging Module.

1. Refer to **Yale University Library - Cataloging Documentation Policies and Procedures for the Physical Withdrawal of Library Materials**
<http://www.library.yale.edu/cataloging/Orbis2Manual/withdrawOrb2ver3.htm>
2. Any questions, including requests for access to the Cataloging Module, should be directed to the supervisor overseeing withdrawal activities in your unit.

B. Process item circulation and status updates in the Voyager Circulation Module.

*These instructions are for holdings with item records attached only. For holdings that do not have item records, skip all steps below and refer to Appendix A: Procedures for Holdings Without Item Records.

1. Search for item in Circulation Module by barcode number or call number.
2. Once the Item Record has opened – review the changes that were processed in the Cataloging Module:
 - a. Verify that there is no Temp Loc or Temp Item Type.
*If a there is a reserve temporary item type, refer to Part C.
 - b. Confirm that the Holdings tab displays the “withdrawn” location.
3. Click the *Status* Icon and set the Item Status to **Withdrawn**.

NOTE: If other statuses are on the item, refer to Part F - Item Status Processing Steps. Part F indicates which statuses can be removed and whether additional steps are needed. Once Part F steps are complete, **RETURN HERE** and continue with steps below.

4. Next, click *Item Note* Icon and enter the Withdrawal Note.
 - a. Use of item notes is optional, determined by each unit.
 - b. See table (next page) for recommended Item Note formats. Selection of note is determined according to the withdrawal circumstances.
 - c. Add the withdrawal note at the end of any existing notes; except for in the case of old or irrelevant notes (e.g. NOTIS Reserve information). Such old notes may be deleted.
 - d. If you are uncertain whether to delete or keep an old note, retain the note and consult with a supervisor.

Withdrawal Reason:	Use this Withdrawal Note:
Superseded editions have arrived or been ordered.	Later ed. in [library name], withdrawn mm/yy
Item is being withdrawn per selector decision.	No longer needed, withdrawn mm/yy
Item is being discarded due to poor condition.	Poor cond, discarded, withdrawn mm/yy

Item has been damaged by circumstance or accident.	Damaged, discarded, withdrawn mm/yy
Item has been vandalized or mutilated.	Mutilated, discarded, withdrawn mm/yy
Item has been missing 2+ years.	Missing 2+ years, withdrawn mm/yy

C. Search and remove items attached to Course Reserve lists.

*Removing items from Course Reserve lists is optional and may be skipped.

Consult with supervisor to determine whether this step should be completed or omitted.

NOTE – When completing the steps below, be careful to notice if the item is on reserve for the current term. If the item is attached to a current reserve list, read ahead to number 5 below to determine whether or not the item should be removed from the list. Refer any questions to the supervisor.

1. Click the Reserve icon to open the Reserve search window.
2. Click the button next to “Item Barcode” and scan or enter the barcode.
3. If a window pops up indicating that the Item Barcode is Not Found, then the item is not attached to any reserve lists. No further steps are necessary.
4. If the item **is** attached to a reserve list, one of two things will happen:
 - a. The list will open. This means that the item is attached to ONE list only.
 - i. Find the item on the list and click it to highlight it in blue.
 - ii. Right-click while the item is highlighted and select “Remove”.
 - iii. The item will be removed from the list.
 - b. Or, a list index box will display. This means that the item was attached to multiple lists
 - i. The item must to be removed from each of the lists in the reserve list index.
 - ii. Click the first list in the index.
 - iii. Find the item on the list and click it to highlight it in blue.
 - iv. Right-click while the item is highlighted and select “Remove”.
 - v. The item will be removed from the list.
 - vi. Then, right-click near the reserve list header and select Search->Display List Index
 - vii. Select the next list in the menu and repeat steps i-v for each list.
5. If the item is on a reserve list for the current term:
 - a. Search in Orbis to verify that a new edition of that title has arrived and the old one is being deliberately removed and withdrawn. Only in that case should the item be removed from a current list.
 - b. When in doubt, do not remove the item from the list. Consult with a supervisor to confirm.

D. Multi-volume sets and serials.

1. Refer to **Yale University Library - Cataloging Documentation** for procedures to process multipart and continuing resource (serial) withdrawals.

Policies and Procedures for the Physical Withdrawal of Library Materials (Draft)

<http://www.library.yale.edu/cataloging/Orbis2Manual/withdrawOrb2ver3.htm>

2. If the holdings being withdrawn *have item records*: process MFHD steps and then log on to the Circulation module and proceed with the steps outlined in this document. These steps must be done for each item being withdrawn.
3. If the holdings being withdrawn *do not have item records*, process MFHD steps and then refer to **Appendix A: Procedures for Holdings Without Item Records**.
4. If the holdings being withdrawn *have item records for some volumes but not all of the volumes*: process MFHD steps and then refer to **Appendix A: Procedures for Holdings Without Item Records**. Then, log on to the Circulation module and proceed with the steps outlined in this document for any of the items with item records. There is no need to create item records without barcodes for any volumes that do not already have item records.

E. Final Steps: Discharge, Marking and Disposal

1. If the item is in hand, discharge the item and go to step 2. If you are working from a list of barcodes, simply type in the barcode to discharge it, and cross it off the list. No further processing is needed.
2. Items being withdrawn require physical marking and disposal. There are strict guidelines for how these steps must be done. Instructions for marking and disposal are available online at:

<http://www.library.yale.edu/cataloging/withdrawmarking/markings.pdf>

NOTE: The marking procedures are password protected.

Consult with your supervisor for username/password. For security reasons, do not use on a public workstation and always close browser after accessing this document.

F. Item Status Processing Steps

The *Withdrawn* status should be set manually at the time of withdrawal processing. For all other statuses, use the table below to determine the proper course of action.

Item Status	Remove
At Bindery	Remove status.
Call Slip Request	Further steps are required. See part G, below.
Cataloging Review	Remove status.
Charged	Further steps are required. See part G, below.
Circulation Review	Remove status.
Claims Returned	This status should not be manually removed. Consult Claims Returned Procedures for further instructions. (See CSG Documents webpage: http://www.library.yale.edu/csg/docs.html). If you have questions or need further assistance, email Christopher.Killheffer@yale.edu .
Damaged	Remove status.
Discharged	This status cannot be manually removed. Disregard status and proceed with withdrawal processing.
Hold Request	Further steps are required. See part G, below.
In Process	Remove status.
In Transit Discharged	This status should not be manually removed. Consult Missing In Transit Procedures for further instructions. (See CSG Documents webpage: http://www.library.yale.edu/csg/docs.html). If you have questions or need further assistance, email Christopher.Killheffer@yale.edu .
In Transit On Hold	This status should not be manually removed. Consult Missing In Transit Procedures for further instructions. (See CSG Documents webpage: http://www.library.yale.edu/csg/docs.html). If you have questions or need further assistance, email Christopher.Killheffer@yale.edu .
Lost – Library Applied	This status should not be manually removed. Consult Claims Returned Procedures for further instructions. (See CSG Documents webpage: http://www.library.yale.edu/csg/docs.html). If you have questions or need further assistance, email Christopher.Killheffer@yale.edu .
Lost – System Applied	This status should not be manually removed. Click the patron icon to determine whether the item is charged to a reader or to a pseudo-patron. Then, consult part H (following this table).
Missing	Remove status.
Not Charged	This status cannot be manually removed. Disregard status and proceed with withdrawal processing.
On Hold	Further steps are required. See part G, below.
Overdue	Further steps are required. See part G, below.
Recall Request	Further steps are required. See part G, below.
Renewed	Further steps are required. See part G, below.
Withdrawn	If the withdrawn status is already on the item, retain it. This status should always be set as part of withdrawal processing.

G. Patron Status Workflows:

Patron status workflows fall into two categories: 1) Requested items and 2) Checked out items.

Item Statuses of Requested items

Call Slip Request

Hold Request

Recall Request

On Hold

Item Statuses of Checked Out items

Charged

Lost-System Applied

Overdue

1. If the item being withdrawn has a **Requested Item Status**, click the Request Maintenance icon to determine who is requesting the item.
2. If the item being withdrawn has a **Checked Out Item Status**, click the Patron icon to determine who the item is checked out to.
3. Based on the information learned from steps 1 and 2, determine whether the item is being requested by, or charged to, **a reader** or a **pseudo-patron**.
4. If it is an actual reader, determine whether it the item is requested, currently charged out, or charged out and overdue or billed.
 - a. If the request or patron charge is current, place HOLD using a withdrawal pseudo-patron and set the hold expiration date to ten years in the future. When the item is returned, the withdrawal hold or recall will be activated and the item will be physically discarded at that time.
 - b. If the patron charge is NOT current – that is, if the item is overdue or billed, see instructions under Part H below.
5. If it is a pseudo-patron, determine whether the pseudo-patron is a library team/department, or whether it is a missing/billed books pseudo-patron.
 - a. If the pseudo-patron is a library team/department patron, RECALL using the withdrawal pseudo-patron and set the expiration date to ten years in the future. When the item is returned, the hold or recall will be activated and the item will be physically discarded at that time.
 - b. If the pseudo-patron is a missing/billed books patron, see instructions in Part H, below.

H. Missing/BFR Items, Lost-System Applied

Confirm whether the item is charged to a:

Reader [actual patron]

Missing or Billing pseudo-patron [departmental patron beginning with the letters MIS or BIL]

Regular pseudo-patron [non-billing departmental pseudo-patron, generally all other pseudo-patrons]

1. For items charged to **readers**:

- a. Click the Patron Icon to search for the patron by name and write down the patron name and Patron ID (this number is in the blue title bar of the window, in the upper left corner).

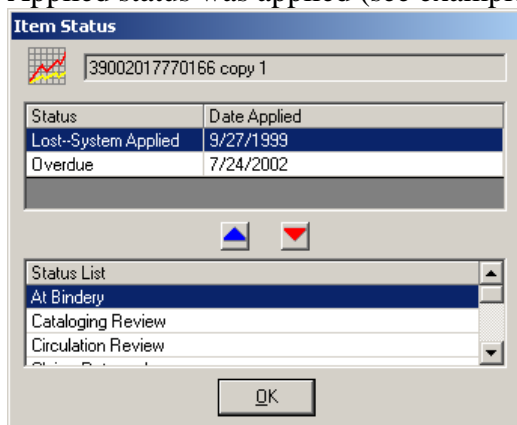
*NOTE: Patron ID is not the same thing as Patron Barcode. The Patron ID is a random Orbis number assigned to the patron account, while the patron barcode is the patron's confidential library barcode number (often Social Security Number). If you do not know the Patron ID, you must search for the patron by name to find out the Patron ID number.

- b. If possible, confirm whether the item has been reordered **and replaced**. Click the Item Note icon to see if there is a note indicating that the item has been replaced. Example: *BFR 11/03, reord 1/04, repl 3/04*.
- c. If there is a note indicating that the item **has been replaced**, make a note in the patron record. (Note: If the note indicates that the item has been reordered, but not replaced, do not make the NO REFUND note. It is only needed if the item has been replaced.)
 - i. Click the Patron Icon to search for the patron using the patron name.
 - ii. Once the patron information window opens, click the Patron Note icon to see if there is a note stating "NO REFUND" for the barcode number you are withdrawing. If it is not there, create a note.
Example: *NO REFUND for barcode 000111222, BFR 9/99, reord 1/00 repl 3/00*

Steps for Creating a NO REFUND note:

1. Click the Patron Note Icon to open the patron note window.
2. Click New, and select General note from drop down list.
3. Click Save and then click Close.

- iii. Next, return to the item record and remove the Lost-System Applied status.
 - iv. Lastly, discharge the item (by either typing in the barcode or scanning the barcode).
- d. If the item is charged to a reader and does not have a reorder/replaced note, it **has not been replaced**.
 - i. In the Item record, click the Status button and make a note of the date that the Lost-System Applied status was applied (see example – this status was applied 9/27/1999).



- ii. Then, click the Item Note to add a *BFR Note* (example: BFR, 9/99, Patron ID 26531). Be sure to include the Lost-System Applied date (month/year) and the Patron ID*.

*Remember: Patron ID is not the same thing as Patron Barcode.

- iii. Click Save and then click Close.
- iv. Return to the item record and remove the Lost-System Applied status.
- v. Lastly, discharge the item (by either typing in the barcode or scanning the barcode).

2. For items charged to **billing pseudo-patrons** (see example below):

The screenshot shows a 'Charged To' dialog box with the following fields:

- Patron Barcode: BIL0000073
- Address: CCL, c/o J. Parker + M. Bean, CAMPUS, 99999-999, Address Type: Permanent
- Proxy Patron: (empty)
- Charge Date: 3/9/1994 (with a white arrow pointing to it)
- Due Date: Indefinite
- Recalled: (empty)

At the bottom, there is an 'OK' button and a table with columns 'Renewal Date' and 'Renewal Due Date'.

- a. Check the Item note to determine if the item has been replaced or not and note the **Charge Date**. Then, refer to [Appendix B](#) for further instructions.
3. For non-billing (i.e. general) pseudo-patrons:
 - a. If the pseudo-patron is a missing books patron (beginning with letters MIS, see below), or a Geac pseudo-patron, simply remove the Lost-System Applied status and discharge the item.
 - b. If the pseudo-patron is a library team/department patron (anything not beginning with letters BIL, MIS, VIS or PRX, see below), RECALL using the withdrawal pseudo-patron and set the expiration date to ten years in the future. When the item is returned, the hold or recall will be activated and the item will be physically discarded at that time.

I. References

**Yale University Library - Cataloging Documentation
Policies and Procedures for the Physical Withdrawal of Library Materials**
<http://www.library.yale.edu/cataloging/Orbis2Manual/withdrawOrb2ver3.htm>

**Yale University Library - Cataloging Documentation
Policies for Deletion, Suppression, and Re-Use of Orbis Records**
<http://www.library.yale.edu/cataloging/admin/deletion.html>

**Yale University Library - Cataloging Documentation
Policies and Procedures for the Missing and Unreturned Materials**
<http://www.library.yale.edu/cataloging/Orbis2Manual/lostOrb2ver2.htm>

Access Services, L.C. Thomas, 11/29/2005

Appendix

A. Procedures for Holdings Without Item Records

Withdrawals may be processed for holdings that lack item records. Creation of an item record without a barcode is only needed if a hold will be placed on the withdrawn item to prompt further action on the title or holding (due to the implementation of a unit-specific processing routine).

Note: It is not necessary to create an item record without a barcode to simply withdraw an item.

* If the items you are withdrawing either *have an item record*, or *if you created one due to unit-specific workflows*, please refer to the beginning of this document for procedures.

* If the items you are withdrawing have bibliographic and holdings records *only*, see procedures below:

1. Refer to **Yale University Library - Cataloging Documentation Policies and Procedures for the Physical Withdrawal of Library Materials**
<http://www.library.yale.edu/cataloging/Orbis2Manual/withdrawOrb2ver3.htm>
2. Process the holdings (MFHD) updates as detailed under **Updating Orbis**.

When writing the staff note (±x), modify the note to include the reason for withdrawal.

Examples:

Standard MFHD note

852	0	0	±b withdrawn ±k Suppressed ±h B4249.L384 ±i A7713 1971 (LC) ±x ccl: withdrawn 09/04, accserv/sm
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Modified MFHD note

852	0	0	±b withdrawn ±k Suppressed ±h B4249.L384 ±i A7713 1971 (LC) ±x ccl: no longer needed, withdrawn 09/04, accserv/sm
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Note that the modified note includes the reason for withdrawal: *no longer needed, withdrawn*

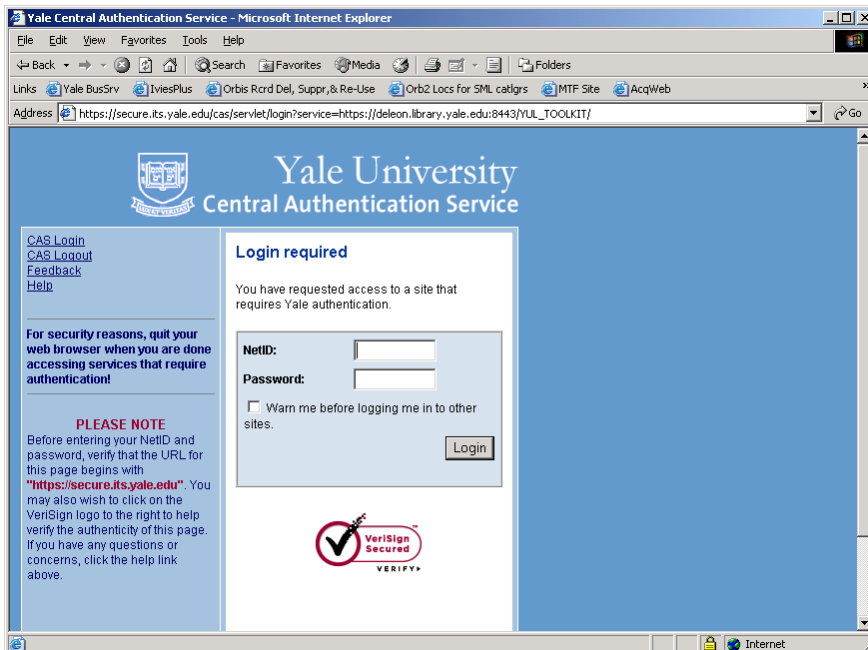
B. Searching in the Notis Circulation Archive

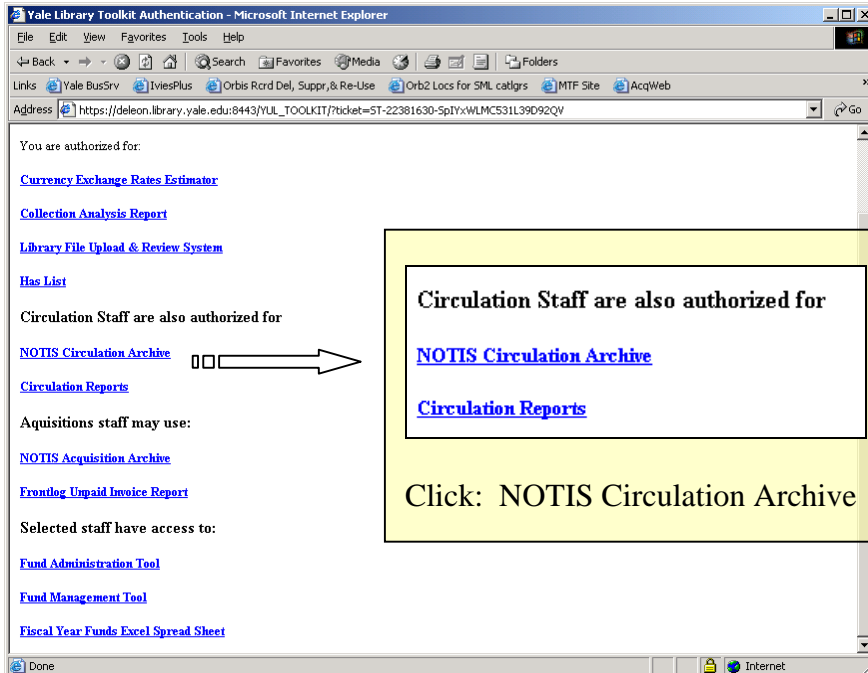
1. **To look up an old (pre-2002) charge, search the item barcode in the Notis Circulation Archive. Go to:** https://deleon.library.yale.edu:8443/YUL_TOOLKIT/

A Security Alert window will display. Click “Yes” to proceed.

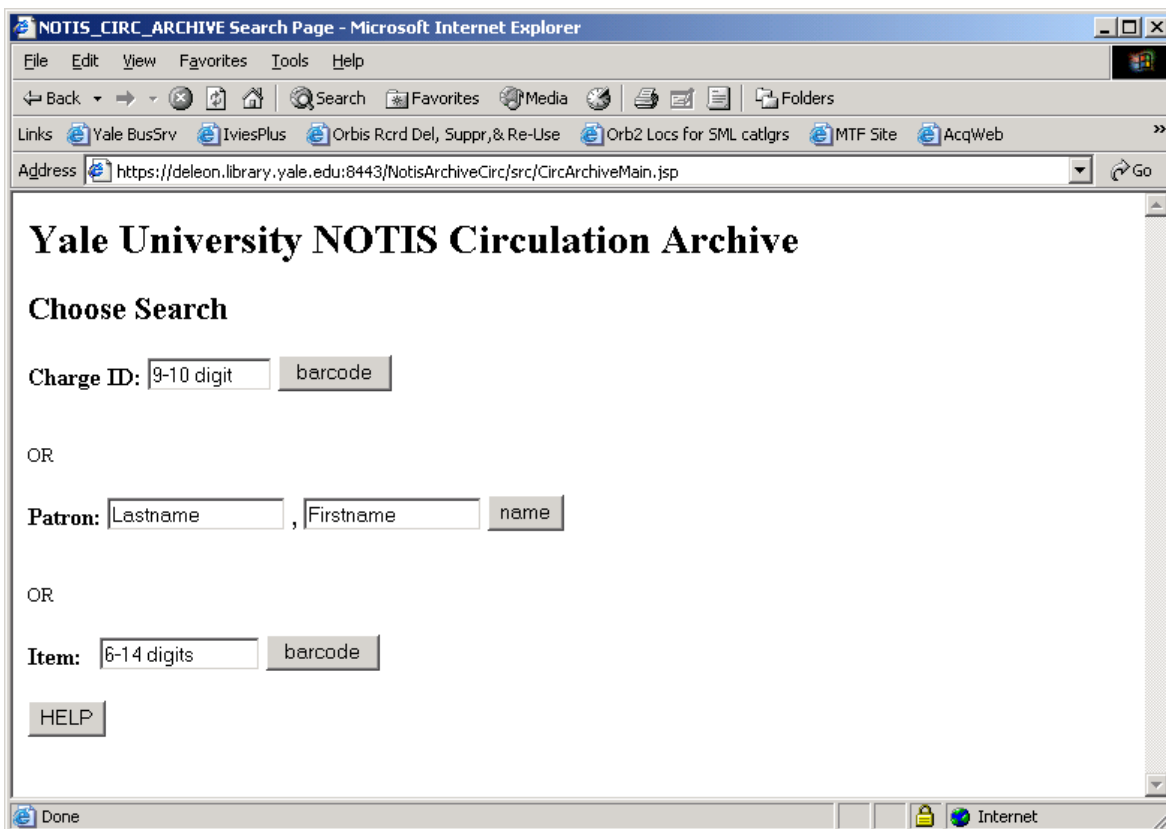


Next, the login window will display. Enter your Net ID and password to access the site.





When the following window displays, enter the barcode number of the item (see example).



- a. Archive shows patron billing record.
- b. Make note of the patron name (grayed out in the example).



Then, return to Voyager Circulation.

- i. Look up the patron by name in Voyager Circulation module.
- ii. If no matching patron is found, simply discharge the item.
- iii. If a matching patron is found, click the Patron Note button.

If the item has been replaced -

- i. Create a NO REFUND note (see page 7 for instructions).
- ii. Click Save and then click Close.
- iii. Return to the item record and remove the Lost-System Applied status.
- iv. Discharge the item (by either typing in the barcode or scanning the barcode).

If the item has not been replaced –

- i. Make note of the Patron ID from the Voyager patron record.
- ii. In the Item record, click the Status button and make a note of the date that the Lost-System Applied status was applied.
- iii. Then, click the Item Note to add a *BFR Note* (example: BFR 9/99, Patron 3781). Be sure to include the Lost-System Applied date (month/year) and the Patron ID*.
- iv. Click Save and then click Close.
- v. Return to the item record and remove the Lost-System Applied status.
- vi. Discharge the item (by either typing in the barcode or scanning the barcode).

***IMPORTANT: Patron ID is not the same thing as Patron Barcode.** Please be sure you know the difference have entered the correct number. If you have any questions, please ask.