

Serial No. ....

**PROBLEM IN LOCATING LIBRARY MATERIALS**

Date			
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Name			
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E-Mail Address		Telephone no.	
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<input type="checkbox"/> Student Course : .....	<input type="checkbox"/> Academic / Administrative Staff Dept. : .....
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Details of Library Item not located (Provide as many details as you can)

Author			
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Title			
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Publisher		Year		Edition	
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Call. No.			
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**FOR LIBRARY USE**

Received by		Date	
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**FOR ACTION BY CIRCULATION DIVISION (Tick ✓ appropriate boxes)**

CHECK Library Catalogue / SearchAll  
 Call number : .....  
 Total number of copies in holdings : ..... (write the number of copies in the boxes below)  
 Status :  Currently available in the Library     On loan     In Process     On order  
            Bindery     Cataloging     On hold     Other locations .....

CHECK SHELF (tick ✓)  
 Status :  Unable to find item     Located in exact location     Located item but misshelved

CHECK SORTING SHELVES (tick ✓)  
 Status :  Unable to find item     Located item

CHECK DISPLAY BOARDS/TABLES (tick ✓)  
 Status :  Unable to find item     Located item

CHECK 'ON HOLD' SHELF (tick ✓)  
 Status :  Unable to find item     Located item

CHECK TECHNICAL PROCESSING (For newly processed , In process and Cataloging items) (tick ✓)  
 Status :  Unable to find item     Located item

CHECK E-Databases .....  
 Status :  Unable to find item     Located item

<input type="checkbox"/> CHECK OTHER POSSIBLE LOCATIONS ..... Status : <input type="checkbox"/> Unable to find item <input type="checkbox"/> Located item			
Checked by	1. Name : _____ Date : _____		2. Name : _____ Date : _____
<b>ACTION TO BE TAKEN BY CIRCULATION DIVISION WITHIN 3 WORKING DAYS</b>			
<input type="checkbox"/> Inform user that item has been located and awaiting collection at the Service Counter <input type="checkbox"/> Inform user that item is loaned out and he/she has to reserve item through Library Catalogue <input type="checkbox"/> Inform user that item is in process, and it will be reserved for him/her. Book will be ready by ..... <input type="checkbox"/> Inform user that item is in bindery. Ask whether he/she wants to reserve item. Book reserved on ..... <input type="checkbox"/> Inform user that item is on order. Ask whether he/she wants to reserve item. Book reserved on ..... <input type="checkbox"/> Inform user that item is available online from (URL)..... <input type="checkbox"/> Inform user that item could not be located and a thorough search will be made. If item is not found within two weeks from the date of report, an order for a replacement copy will be placed. <input type="checkbox"/> Other actions .....			
Action taken by		Date	
<b>ACTION TO BE TAKEN BY CIRCULATION DIV. AFTER TWO WEEKS OF SEARCH</b>			
<input type="checkbox"/>	Fill in Requisition Form to order item that is not located. Inform Acquisitions Division to place rush cataloguing for item. Barcode of item to be replaced: _____		
<input type="checkbox"/>	Update holding status as "Lost"		
<input type="checkbox"/>	Check back with Acquisitions Division 1 month after order has been requested.		
<input type="checkbox"/>	If item can no longer be purchased, contact user to ask whether he/she needs item through Interlibrary Loan (only for staff, postgraduate or Honours students). If yes, redirect to Assistant Librarian, Reference Division.		
<input type="checkbox"/>	Inform user that item can no longer be purchased		
<input type="checkbox"/>	Receive item from Acquisitions. Inform user to collect from Service Counter. New Barcode: _____		
<input type="checkbox"/>	Check if missing item is physically available in Library <input type="checkbox"/> Yes <input type="checkbox"/> No		
<input type="checkbox"/>	If no, fill in CE-Disposal form (ADM/E/03) and submit every 3 months to Library Admin and Finance Division.		
<input type="checkbox"/>	Other actions : .....		
<b>VERIFICATION BY HEAD, CIRCULATION AFTER COMPLETION</b>			
_____ _____			
Signature		Date	