Collection Management Department
Problem Report Form

Please include this slip and route to the appropriate person when a problem is identified.

Lost & Withdrawn – Primary Contact - Adam

\_\_\_\_\_ Lost items paid for by Patron – Adam

\_\_\_\_\_ Lost items to be reinstated – Adam

\_\_\_\_\_ Items to be Withdrawn – Adam

Repair, Processing & Binding – Primary Contact - Heather

\_\_\_\_\_ Damaged Book – Heather

\_\_\_\_\_ Missing labels – Heather

\_\_\_\_\_ Bindery – Laura

\_\_\_\_\_ Rush Processing – Adam (A-V) or Heather (Books)

\_\_\_\_\_ Other - Heather

Ordering & Gifts – Primary Contact - Heidi

\_\_\_\_ New orders – Heidi

\_\_\_\_ Gift materials – Heidi

Problems without a Physical item

Some problems do not involve a physical piece. Contact the following staff through e-mail or phone to report problems in these areas:

>OPAC and Cataloging problems including: a Location without a circulation policy, Records without an item status, Mistakes in bibliographic records – Contact Adam

>Periodical problems including Problems with periodical holdings, binding , or shelving – Contact Laura

>Voyager problems including Voyager is not available, Voyager needs to be loaded on a computer, Voyager reporting – Contact Cathy

Message

Please include a message describing the problem as well as initials so that we can follow up with you if we have questions.

Initials Date

Collection Management Department
Problem Report Form

Please include this slip and route to the appropriate person when a problem is identified.

Lost & Withdrawn – Primary Contact - Adam

\_\_\_\_\_ Lost items paid for by Patron – Adam

\_\_\_\_\_ Lost items to be reinstated – Adam

\_\_\_\_\_ Items to be Withdrawn – Adam

Repair, Processing & Binding – Primary Contact - Heather

\_\_\_\_\_ Damaged Book – Heather

\_\_\_\_\_ Missing labels – Heather

\_\_\_\_\_ Bindery – Laura

\_\_\_\_\_ Rush Processing – Adam (A-V) or Heather (Books)

\_\_\_\_\_ Other - Heather

Ordering & Gifts – Primary Contact - Heidi

\_\_\_\_ New orders – Heidi

\_\_\_\_ Gift materials – Heidi

Problems without a Physical item

Some problems do not involve a physical piece. Contact the following staff through e-mail or phone to report problems in these areas:

>OPAC and Cataloging problems including: a Location without a circulation policy, Records without an item status, Mistakes in bibliographic records – Contact Adam

>Periodical problems including Problems with periodical holdings, binding , or shelving – Contact Laura

>Voyager problems including Voyager is not available, Voyager needs to be loaded on a computer, Voyager reporting – Contact Cathy

Message

Please include a message describing the problem as well as initials so that we can follow up with you if we have questions.

Initials Date