

# Missing Items in the Library

Replaces previous policy approved LSS meeting no 21/99

July 2009 by Jennifer Hanisch, Margaret Hosking & Margaret Colmer

Approved (LESC): Meeting 09/19 on 30/09/2009

Reviewed: June 7 2010 by Jennifer Hanisch and Margaret Colmer

Next Review date: 23 September 2011

## Policy

*The library will replace any items reported missing in the shortest possible timeframe. Replacement will be by purchase of another copy, or by obtaining a copy from another library, whichever is the most appropriate for the user at the time.*

*Library staff will assist users to search for missing items and, if not found, they will offer a solution for finding an alternative location and/or actioning a replacement copy.*

*The library catalogue will accurately reflect only items available on the shelves, or available online, and records of missing items not found or replaced will be removed within 3 weeks.*

*We aim to take action on all missing item reports within 10 days, and to resolve 90% of requests within 3 weeks.*

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