



## Processing LOST-TRANS Lost in transit items Cheat Sheet

Last updated: March 21, 2025

### Background

On the first day of the month, your library will receive the “**Long Transit Pre-Cleanup report – Items in Transit 45 Days or More**” in the RSA email. Note the library the items are in transit to/from.

### Example

| Catalog Title  | Item Barcode | Item Call Number | Item Type | Trans Hist Date | Trans Hist Data Code Desc | Trans Hist Data Value |
|--|--------------|------------------|-----------|-----------------|---------------------------|-----------------------|
| The bright spot : a novel /  |              | SHA BRI          | BOOK      | 3/28/2024       | Transit From              | P0_MAIN-ST            |
| The concrete garden /  |              | E GRA            | BOOK-J    | 4/1/2024        | Transit To                | HC_HENDRSN            |
| The hour of magic : the eighth adventure in the kingdom of fantasy / |              | J STI            | BOOK-J    | 3/21/2024       | Transit From              | P8_NORTH              |
| The last fallen star : a Gifted clans                                |              | J KIM            | BOOK-J    | 3/21/2024       | Transit From              | P8_NORTH              |
| The Lost City of the Monkey God : a true story /                     |              | 972.85 PRE       | BOOK      | 3/21/2024       | Transit From              | MP_MORTON             |
| The rabbit listened /  |              | E DOE            | BOOK-J    | 3/24/2024       | Transit From              | B0_BROWN-C            |
| The wizard's wand : the ninth adventure in the Kingdom of Fantasy /  |              | J STI            | BOOK-J    | 3/21/2024       | Transit From              | P8_NORTH              |
| Unbound : a novel in verse /   |              | J BUR            | BOOK-J    | 3/29/2024       | Transit From              | B0_BROWN-C            |

Report Description: This is a list of all the items in transit to or from your library for 45 days or more as of the 1st of the month. On the 10th of the month, all items still in transit over 45 days are checked out to the item library's LOSTTRANS user.

Note: If you see "No data returned" above, it most likely means that your library doesn't have anything in transit to/from you for 45+ Days

On the 10<sup>th</sup> of the month these items will be marked as LOSTTRANS, and a STAFF NOTE is added to the item.

### How to resolve items lost in transit?

- Look for the item.
  - Check your hold shelf. If a hold is not picked up and expires on the shelf, WorkFlows will put it in transit back to the owning library or to fill another hold.
  - Check the stacks.
- Contact the transit to/from library. They should check their hold shelf and stacks.
- If the item is found, discharge it. Follow Workflows instructions for reshelving/transiting.

- The owning library should remove the LOSTTRANS note from the item record after it is found and discharged.

### Remove the LOSTTRANS Staff note

- As soon as you discharge the item, **right click** on the underlined “Route/Transit to” location.

Identify item

Item ID:

List of discharges


| Title         | Item ID      | Route/Transit To  | Amount Billed |
|---------------|--------------|-------------------|---------------|
| Into the wild | A35550320020 | <u>NONFICTION</u> |               |

### Choose Edit Item Note.

Route/Transit To


NONFICTION

- Bill User for Item
- Change Item ID
- Display Holds
- Display Item
- Display User
- Edit Item Note**
- Mark Item Missing
- Mark Item Used
- Place Hold

Highlight the LOSTTRANS STAFF note. Choose  and choose Save to delete the note.

Into the wild / Krakauer, Jon.

917.9804 K Copy:1 ID:A35550320020



CIRCNOTE

PUBLIC

STAFF LOSTTRANS - Transited 202403221045 from SCOUNTY-HS to WH\_WASH-HS

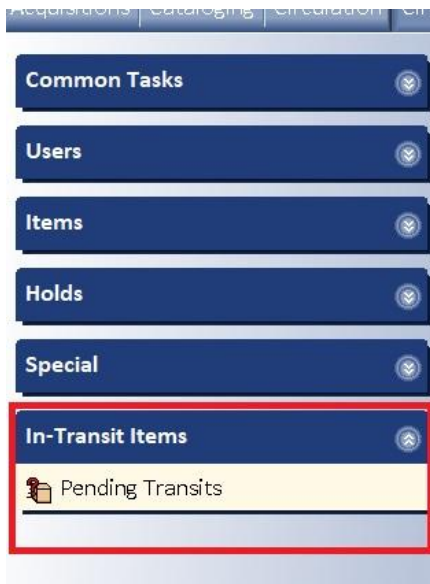
**Save** Cancel

### **How do items become lost in transit?**

- An item is considered Lost in transit if it is not charged to a patron's account and has been placed in transit at one library but not received from transit in Workflows (discharged) at the destination library. Best practice is to discharge all items received in delivery.
- If a hold is not picked up and expires on the shelf, WorkFlows will put it in transit back to the owning library or to fill another hold. Please use the Clean Hold Shelf report sent to the RSA email to manage expired holds.

### **Did you know?**

You can check transits to your library under Pending Transits!



If you have any questions, you can contact the RSA Help Desk at [help@rsanfp.org](mailto:help@rsanfp.org) or by phone at 866-940-4083.