Prospector

Recommended best practices
1. The Prospector Document Delivery Committee will meet 4 times per year in February, May, July and October unless a special meeting is required.
2. Barcode any requested item before it leaves your library
3. Fold the paging slip in half and insert text-out, face-up and just inside the front cover when lending—regardless of where the barcode is located. Do not return or keep paging slip for privacy reasons.
4. Fold and staple the courier slip and attached it to the outside of the book. Please don't use the paging slip as a courier slip as important information may be lost if the slip is damaged in route.
5. The length of time a book sits on your holdshelf should be no more than 14 days.
6. Paging slips should be printed at least once per day Monday through Friday except on holidays or other closures.
7. Claims Returns (CR) are used to sever links (virtual item/virtual patron) in order to clean up old transactions of lost/billed/stolen, etc. books. Since CR is a patron record based transaction, clean-up of bibliographic/item records will require the borrowing library to be contacted to perform the CR. This is per the Reconciliation policy change of 2004.
8. If more than one identical edition/copy of an item is ordered by the same patron, return one of the duplicates to its lending library. Retain only when the editions are different, etc.
9. If a book destined for a different library mistakenly comes to your site, go ahead and re-tag the book for the courier to deliver to the appropriate destination. Inform the lending library that a mistake occurred and that the book is in-transit to the correct destination.
10. Please do not affix any date due slips or other sticky-type materials to books that have been borrowed. Taskforce recommends bookbands, bookmarks, or other non-adhering type processing.
11. INN-Reach reports: Each institution should run all INN-Reach reports at least once per quarter if possible. The "minimum days" field on all reports should be set for at least 8 days. Received Too Long report should be set longer than your hold shelf expiration. Delete virtual items on the RTL list with a status other than "@"; this may require manual deletion within a patron record. Please send reports to other libraries toggled and sorted by call number.
12. Any mildly damaged items received should be considered "lendable" by the borrowing library. The lending library determines when a damaged book can be sent and when it cannot. It is recommended that the lending library make an effort to protect the item for both in-transit trips (perhaps using a jiffy mailer). Receiving library should provide additional information to the patron receiving it—i.e. to be careful with the fragile item.
13. When reporting an INN-Reach problem to the III helpdesk, please copy the Alliance (help@coalliance.org) so they are apprised of issues that may be consortium-wide.
14. Rubberbanding: ILL best practice is used. No more than 3 books or 4-6 inches should be rubberbanded in one stack. This improves safety and promotes good ergonomics when lifting, sorting, etc.
15. Borrowed PASCAL items should be returned directly to PASCAL (C194).
16. Before returning an item to the lending site, remove all paperwork: paging slips, bookbands, bookmarks, etc.
17. Do not print in-transit slips for returns (unless used for an in-house, local use only practice).

18.	If a book is received without a virtual record, you may check the item out to a patron manually.
19.	No money is exchanged between libraries for lost items, except in the case of special PASCAL checkouts with Prospector itype 206 (bound journals). For those items, the borrowing library is responsible to pay the lending library a replacement charge of $400. Libraries who borrow CRL items through Prospector should refer to CRL's policies for lost items.
20.	The new courier slip has a PROSPECTOR RETURN and PROSPECTOR LOAN box: Please be sure to mark these correctly.
21.	Each library will determine the price they will bill to their own patrons for lost Prospector items. Negotiations with patrons on the replacement of books or reduction in fees are determined by the borrowing library. Not all lending libraries will accept replacement copies. A list of libraries that will accept a replacement copy is available on the Document Delivery Committee's web page. https://www.coalliance.org/sites/default/files/ProspectorReplacementPolicyUpdated.pdf
22.	If a replacement is not accepted by the owning library, a replacement copy can be added instead to the borrowing library's collection, which will make the item available again in Prospector.
23.	Stolen and damaged books are handled like any other lost book. The owning library should work with CLiC if an item is damaged by the courier.
24.	Recalls: There is no way to recall an item in order to shorten the checkout period of an item in Prospector. However, if an item loaned through Prospector is needed for course reserves or another immediate obligation, the owning library should contact the borrowing library and request that they contact the patron and ask for early return of the item.
25.	Libraries that will be closed for an extended period due to holidays or other circumstances should contact the Alliance to discuss borrowing and lending functions during the closure.
26.	When a new library joins Prospector, add the location code to the branch locations table in each local system. The branch name field should include the name of the library and its courier code if applicable.