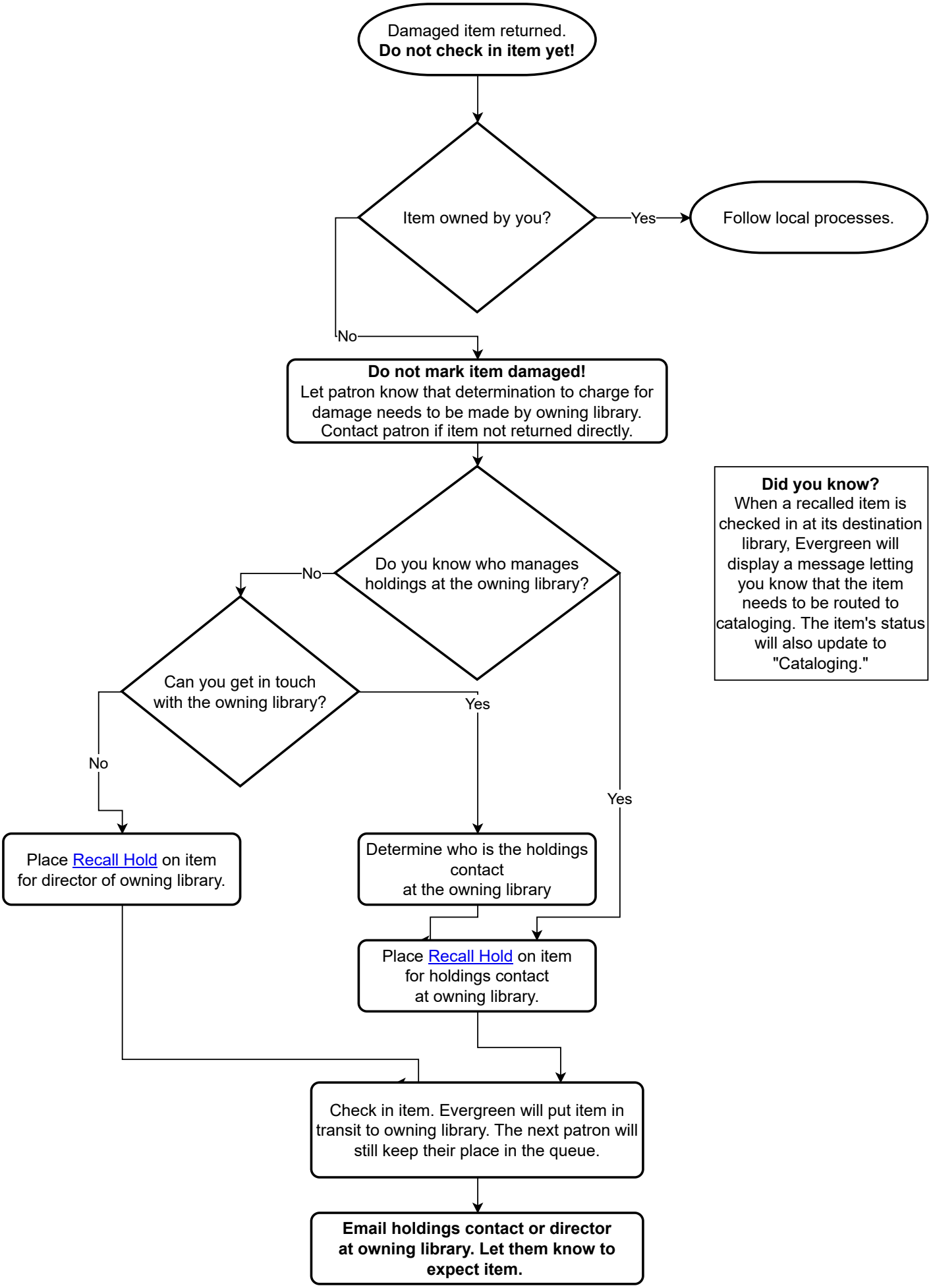
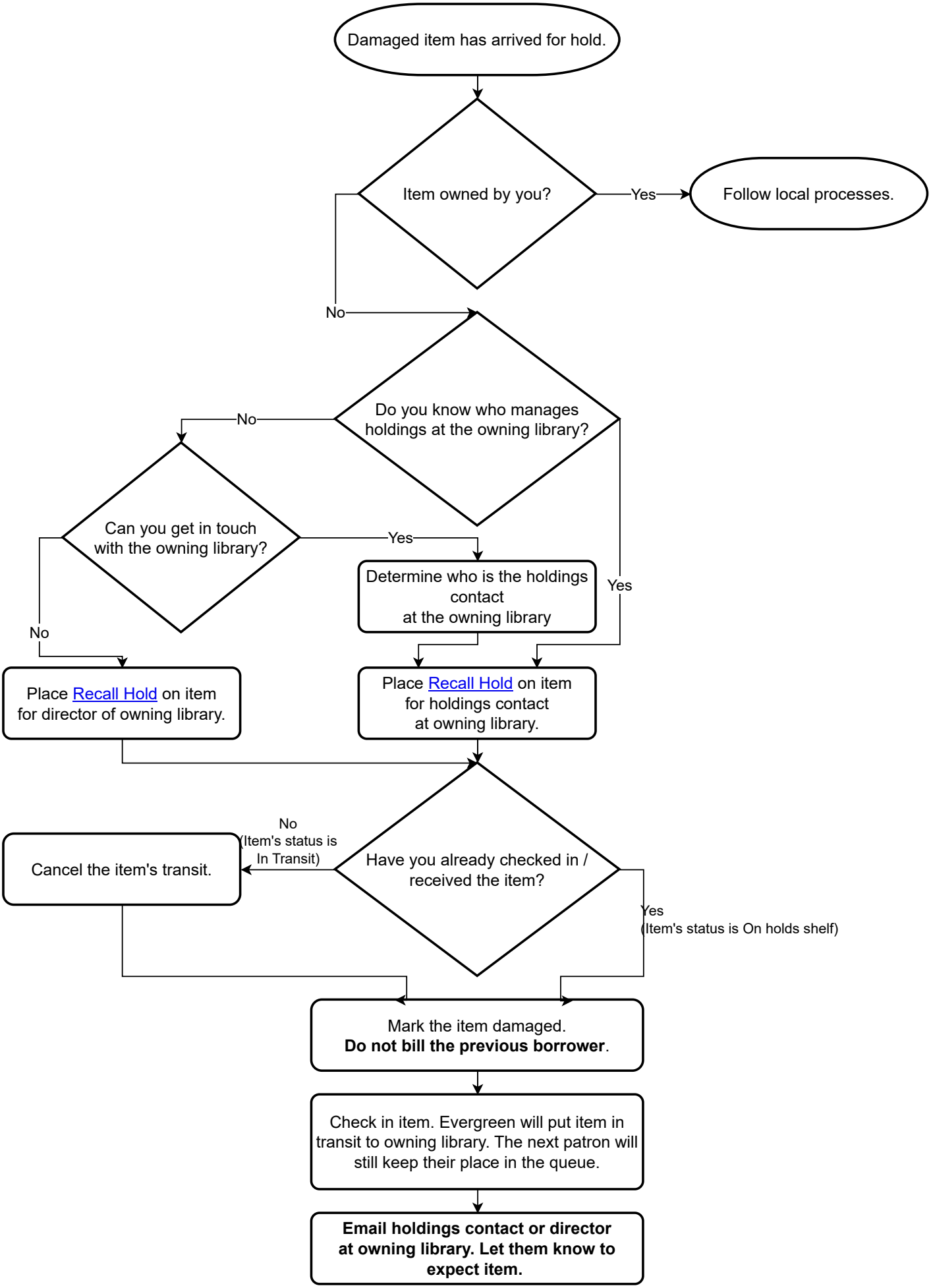


Did you know?
When a recalled item is checked in at its destination library, Evergreen will display a message letting you know that the item needs to be routed to cataloging. The item's status will also update to "Cataloging."


Damaged item has arrived for hold.
Item owned by you?
Yes
Follow local processes.
No
Do you know who manages holdings at the owning library?
No
Can you get in touch with the owning library?
Yes
Determine who is the holdings contact at the owning library
Yes
No
Place Recall Hold on item for director of owning library.
Place Recall Hold on item for holdings contact at owning library.
Have you already checked in / received the item?
No (Item's status is In Transit)
Cancel the item's transit.
Yes (Item's status is On holds shelf)
Mark the item damaged. Do not bill the previous borrower.
Check in item. Evergreen will put item in transit to owning library. The next patron will still keep their place in the queue.
Email holdings contact or director at owning library. Let them know to expect item.