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| Report | Paged Too Long |
| Minimum Days | 3 |
| Whose items? | Yours |
| Whose patrons? | MOBIUS |
| What do I do? | 1) See if you can locate the item;2) If you can locate the item, “Check out to remote site” & send the item out (or cancel the hold, as needed);3) If you can’t locate the item, cancel the hold (set to Missing, as needed). |
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| Report | Requested Too Long |
| Minimum Days | 3 |
| Whose items? | MOBIUS |
| Whose patrons? | Yours |
| What do I do? | 1) Search the MOBIUS catalog to check the status of the item;2) If item Status is “Due [date] + [#] hold[s]”, then do nothing;3) If item status is “Available”, contact the owning library to check the status of the hold. |
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| Report | In Transit (to your library) Too Long |
| Minimum Days | 7 |
| Whose items? | MOBIUS |
| Whose patrons? | Yours |
| What do I do? | 1) See if you can locate the item. If so, check it in;2) If not, contact the owning library and have them check to see if they can locate the item;3) If no one can locate the item, the owning library should check with the courier to see if it was lost in delivery. |
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| Report | Received Too Long |
| Minimum Days | 7 |
| Whose items? | MOBIUS |
| Whose patrons? | Yours |
| What do I do? | 1) Check the hold shelf for the item. If it is there, notify the patron again OR Return Unwanted;2) If the item is not on the hold shelf, check with the patron to see if they have it. If so, check the item out (as it was not checked out properly);3) Investigate further if the item is on the report for more than 30 days and not accounted for. |

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| Report | Returned Too Long |
| Minimum Days | 21 |
| Whose items? | MOBIUS |
| Whose patrons? | Yours |
| What do I do? | 1) See if you can locate the item. If you can, send it back to the owning library;2) Contact the owning library to see if they can locate the item. If they can, they should check it in;3) If nether library can locate the item, owning library should contact delivery list and ask other libraries to check for the item;4) If no one can find the item, check the documentation for further info. |
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| Report | Institutional Overdues |
| Minimum Days | 45 |
| Whose items? | Yours |
| Whose patrons? | MOBIUS |
| What do I do? | Contact the patron’s library for resolution. |