



## New Message

**To:** Laurel Scoresby ([lscoresby@isspathfinder.org](mailto:lscoresby@isspathfinder.org))

**From:** Dave Fenne ([dfenne@isspathfinder.org](mailto:dfenne@isspathfinder.org))

**Subject:** Help Ticket: Anomalous Loans

**Dear Laurel,**

I'm writing this e-mail to follow up on a help ticket opened up beneath your personal account pertaining to 'Anomalous Loans' in the library. If you would prefer not to receive these communications, please include STOP in the subject line of your response to this e-mail, or CC in the relevant parties at hand that do wish to be included in the communication loop.

A library page was assigned to examine the record of loans from the specified mystery and thriller sections. Upon consultation with clerks that work in the archives, it was determined the 'missing books' were being taken down for maintenance. That work includes attending to flagged spelling errors from end users or grammatical inconsistencies, and artifacts that impede the ability to intake visual information from previous inferior technologies for storing information from older documents. The mystery and thriller novels are particularly popular on board, and had accumulated a higher number of flags to inconsistencies within the documents, prompting more urgent take down compared to other genres out for selection. The error message has been updated.

The library is dedicated to providing a repertoire of all necessary research materials and those for leisure. Part of that is an ongoing commitment to ensure all items available are in top notch condition. They apologize for any inconvenience incurred.

*Kind regards,*  
Dave Fenne