

## Report A Problem – Help Desk Ticket

*Please provide a brief description of the issue you have encountered.*

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**Name:** Laurel Scoresby  
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**Department:** Research and Development  
**Priority:** Low  
**Category:** Library  
**Date & Time:** XX-XX-XXXX 23:01  
**Description:** Anomalous Loans

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A number of books from the mystery and thriller sections have gone missing as of late. They don't seem to be checked out to any particular patron, but are registered in the system as being on loan nonetheless. Trying to track down the account associated with the loan results in a an error typically seen with trying to loan an already loaned item.

They seem to disappear primarily around the hours of 16:00 to 24:00. None of the books have been gone for longer than a period of 2-3 hours, but the consistency with which they've been "going ghost" in the system was concerning. Is there something wrong with the cataloguing system? I would appreciate a follow-up e-mail from the detail assigned to this.

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