

Introduction

The **Stocktaking Menu** in Heritage enables you to manage all aspects of stocktaking in your library. After completing a stocktake using Heritage, the details of the stocktake are available for any future processing you may wish to do. The stocktaking facility allows you not only to check exactly what stock is available in the library, but then to process details about any records which have been recorded as missing. For example, you can produce a list of the missing items or change the status of the missing items so they no longer show incorrectly as available items.

Different Types of Stocktake

There are three main methods of performing a stocktake; **Manual**, **Automated** and **Import**.

Manual - this method involves producing a paper list of the stock in your library (or a specific section of the library) then checking off items in the library against this list. You should then manually edit the accession records of any items that you note are missing. This method is the simplest form of stocktaking and is often used in libraries that do not have a method of getting their stock to a computer running Heritage or alternatively getting a computer or scanner to their stock. Please see the section **Manual Stocktake** for full instructions on using this method.

Automated – this method involves specifying which section (or sections) of the library you want to stocktake then directly entering or scanning the accession numbers of the stock in this section (or sections) into Heritage. Heritage compares the items that have actually been entered/scanned with those that should be in the library and then automatically produces a list of missing items. This method also enables you to automatically process the details of the missing items, for example, you may wish to change their status from Available to Missing. This method involves less manual work than the **Manual** method but does require that you have a method for scanning/entering your accessions into Heritage. For example, you might choose to place a computer on a trolley and move it around the library or alternatively you might bring all your stock to a computer running Heritage. Please see the section **Automated Stocktake** for full instructions on using this method.

Import - this method enables a text file containing accession numbers that have already been scanned or entered separately, to be imported into Heritage

and used instead of scanning/entering the accession numbers directly into Heritage as you would for the automated stocktake facility. This is useful if you have a portable barcode scanner that you can move around the library, instead of having to bring the items to a computer running Heritage. Please see the section **Import Stocktake** for full instructions on using this method.

Before you Start

Please read the tips below before you start a stocktake.

1. Ideally you should perform a stocktake when the library is closed. Alternatively, if this is not possible you can perform a stocktake when the library is open as long as items are not issued or returned from the section that you are stocktaking.
2. You do not have to perform a stocktake of your entire stock in one go. You can choose to stocktake sections of your library at a time, selecting sections by location or media type. For example, you may choose to stocktake only the video recordings or only the books held in the stacks location. It is usually easier to start a new stocktake for each section of the library that you want to stocktake.
3. It is possible to use more than one computer with Heritage at a time to perform the stocktake.
4. Only run one stocktake at a time. For example, you should not start stocktake number 6 without first completing stocktake number 5. If you click on the **Start New Stocktake** button without first completing the previous one i.e. running **Process Missing Items** for the previous stocktake, Heritage will ask you if you really want to start a new stocktake (and you will normally answer No).
5. If you would like to recall all items on loan prior to running a stocktake this is possible using the recalls facility. Please see Heritage Helpsheet HC5 'Recalls' for full instructions.

Manual Stocktake

1. Go to **Management Menu, Stocktaking Menu** then **Manual Stocktake**.
2. If you want to perform a stocktake of your entire library stock highlight **All Available Stock** and then click on **Ok**.
3. This will produce a printed list of your entire stock that currently has the accession status of Available (therefore should be expected to be in the library). You should then place a tick against each item on this list that you actually find to be in the library. After checking the entire library any items that have not been ticked can be presumed to be missing. You should then edit the **Accession Records** of these missing items manually. We would advise that you change their **Status** to Missing, Query/Lost, Destroyed or similar and add a note in the **Event** field to indicate when they were noted as missing. See *fig.1*.

fig.1

4. Alternatively, if you do not want to perform a stocktake of your entire library stock but rather just certain sections of it, you will need to create an appropriate report in the **Stocktaking** area of **Standard Reports** to enable you to select these items. This report will then be available from the **Manual Stocktake** menu option. You should print the report then place a tick against each item on this list that you find to be in the library. After checking the appropriate section of the library any items that have not been ticked can be presumed to be missing. You should then edit the **Accession Records** of these missing items manually. We would advise that you change their **Status** to Missing, Query/Lost, Destroyed or similar and add a note in the **Event** field to indicate when they were noted as missing. See fig.1.

Please contact Heritage Technical Support if you require assistance with creating a report to produce a list of stock in a specific section of your library.

Automated Stocktake

Please follow the instructions below to use the automated stocktake facility. These instructions assume that you wish to start brand new stocktake. If you are in the middle of a stocktake which you want to continue please move directly to the section **Performing the Stocktake (Scan/Enter Accessions)** on page 6.

Configure Stocktake

1. Go to **Management Menu, Stocktaking Menu** then **Configure Stocktake**.
2. Click on the **Start New Stocktake** button at the bottom right of the record.
3. You now need to configure the stocktake to determine which sections of the library you wish to include in it. If you want to perform a stocktake on your entire stock you should enter Available in the **Status Codes** field and leave the **Media, Locations, Classmark Ranges** and **Other Criteria** fields blank. See fig.2. Then go directly to step 10 on page 5 of this document.

fig.2

4. Alternatively if you wish to limit the stocktake to a specific section of the library you need to fill in the **Stocktake Configuration** record appropriately. Please see steps 5 – 9 for detailed instructions on completing this record.

*Any selection criteria fields that you leave blank on the **Stocktake Configuration** record will not have any selection criteria specified. For example, if you leave the **Status Codes** field blank items will be included in the stocktake regardless of their status, or if you leave the **Media** field blank items will be included in the stocktake regardless of their media type.*

5. **Status codes** - Select the status codes of the items you wish to include in the stocktake. For example, it is unlikely you will wish to configure the stocktake to check for items that are currently On Loan or marked as Withdrawn as these items should not be in the library. The loan status of Available is the default setting for this field. To add an additional status, click on the first line, then press **Enter** and a new line will be displayed. Enter the additional status you wish to include in the stocktake. Click on the arrow to the right of the field to select from the list of available status codes. Repeat this process for each status you wish to add.

*If you enter the accession number of an item during the stocktake that is On Loan, or was previously marked as Missing, Heritage will ask you whether this item should be included or excluded from this stocktake. If an item has a loan status of On Loan or Missing, it should be included in the stocktake. Items with a status of On Loan should be returned to stock from the **Circulation Menu** before being replaced on the shelf. Items with the status Missing should have their status changed manually to Available.*

6. **Media** - Select the media types you wish to include in the stocktake, for example Video or Journal. Click on the arrow to the right of the field to select from the list of available media types. Press **Enter** to move to the next line and add other media types if required.
7. **Locations** - Select the locations you wish to include in the stocktake, for example Main Library, Stacks or Careers Room. Click on the arrow to the right of the field to select from the list of available Locations. Press **Enter** to move to the next line and add another location if required.

8. **Classmark ranges** - It is possible to select a specific range of class marks to be included in the stocktake. For example, you could limit your stocktake to a specific subject area using the relevant classmarks. Enter the classmark which marks the start of the range you wish to stocktake in the **From** field. This can be as general or specific as you require. For example, using Dewey, you could choose the start number as 300 or be more specific and select 330. Enter the classmark which marks the end of the range you wish to check in the **To** field. Again this can be as general or specific as you require. For example, 400 or 399.999.

*If you enter the accession number of an item during the stocktake with a classmark outside the specified range, or with a status code, media or location other than those selected in the **Stocktake Configuration** record, you will be prompted to confirm whether this item should be included or excluded from the stocktake.*

9. **Other criteria** - Enter any other selection criteria to identify the items you want to include in the stocktake. For example, you could enter **WITH SUBJECTS = 'HISTORY'** to limit the stocktake to items which have HISTORY in their **Subject** field.
10. **Notes** - Enter any notes regarding this stocktake configuration which will be useful to you as reference. For example, you may wish to make a descriptive note of the section of the library that is covered by this stocktake. These notes will have no effect on the stocktake process.
11. **Start date** - This field shows the date this stocktake was started and is generated automatically by Heritage.
12. **Number** - This is a running number that shows which stocktake is currently being run. When the accession number of an item is entered during the stocktake, this stocktake number is placed in the **Stocktake** field in the **Accession Record**. The stocktake number is used to generate reports on missing and available items.
13. **Stocktake in progress** - This indicates that the stocktake process is active. Do not remove the tick from this box.
14. When you have completed the **Stocktake Configuration** record, click on **Save**. You will be returned to the **Stocktaking Menu** and are now ready to perform the stocktake.

See *fig.3* for an example of how you might fill in the **Stocktake Configuration** record. This example will enable you to stocktake all the available videos in the locations of Main Library and Stack.

fig.3

Performing the Stocktake (Scan/Enter Accessions)

1. Go to **Management Menu, Stocktaking Menu** and select **Scan/Enter Accessions** to perform the stocktake procedure.
2. To stocktake an item, scan or type the accession number into the **Accession Number** field.
3. If the item is within the selected configuration settings, its details will be displayed on the screen. Enter the accession number of the next item to stocktake and repeat for each item you wish to stocktake.
4. To exit the stocktake process click on the cross in the top right hand corner to close the form. The stocktake information will be stored when you exit. Click on **Scan/Enter Accessions** to return to the stocktake in progress. This enables you to perform the stocktake over a number of separate sessions.

At the bottom of the screen Heritage displays the number of items that have been entered during a stocktaking session. This number will be reset when you exit the record. If you are using several computers to perform the stocktake, this number will be generated individually for each computer used. Click on the **Click Here** button to view the total number of accessions entered so far during the stocktake (all the sessions combined).

If you scan/enter any accessions by mistake you can remove them from the stocktake by highlighting them then clicking on the **Remove Item** button.

Once you have scanned/entered all the accessions as defined by the **Stocktake Configuration** record you have completed the stocktake and are now ready to **Check for Missing Items**. See **Check for Missing Items** on page 7.

Common Messages

While stocktaking, you may scan/enter items that should not be included in the stocktake as defined by the **Stocktake Configuration** record. The following are some of the messages you may encounter.

This accession has been stocktaken already!

The item you have just scanned/entered has already been included in the current stocktake. It will be added to the list of items again but this will not

affect the stocktake.

The current location X does not match the defined stocktake range Y,Z. Do you still want to include it in the stocktake - Yes/No?

This message indicates that the details of the item you have just scanned/entered do not match the selection criteria defined by the **Stocktake Configuration** record. You may still include the item in the stocktake by answering Yes. (A very similar message is also used to indicate items whose media codes, status codes or class marks do not match the specified criteria).

According to computer records, accession X is on loan. If it is not on loan you should return it as soon as possible. Do you want it included in the stocktake - Yes/No?

This message indicates that the item you have just scanned/entered may have been accidentally replaced on the shelves without having been put through the returns process. The item should be included in the stocktake but before replacing it on the shelf it should be returned using the **Circulation Menu**.

Check for Missing Items

*Check for Missing Items should only be run after all items to be included in the stocktake have been entered using **Scan/Enter Accessions**.*

1. Go to **Management Menu, Stocktaking Menu** then **Check for Missing Items**.

Heritage now compares the list of items that match the **Stocktake Configuration** record with the list of items scanned/entered during the stocktake. Any items that should have been scanned/entered during the stocktake but weren't will be marked as missing. The time taken to check for missing items depends on the size of your stock. Once the process is complete, a message will be displayed informing you how many items were found to be missing.

2. Now go to **Management Menu, Stocktaking Menu** then **Report of Missing Items**.

Heritage will print out a list of all the items that were found to be missing.

You are now ready to **Process Missing Items**.

Process Missing Items

After running **Check for Missing Items** and **Report of Missing Items** you will have a list of items that are missing from your stock. Heritage has updated the **Stocktake** field on the **Accession Records** of the items scanned/entered during the stocktake, with the stocktake number, to show that they were found to be present during this stocktake. However, no other alterations have been made to the accession records so you will now want to amend the accession records of the items found to be missing. You can refer to the **Report of Missing Items** and individually edit the accession records of the listed missing items, if there are not too many of them. Alternatively you can use the **Process Missing Items** facility to edit these records automatically if there are a large number of missing items and you wish to make the same amendments to each record simultaneously.

*Please ensure that you have a backup of your data before running **Process Missing Items**.*

1. Go to **Mangement Menu, Stocktaking Menu** then **Process Missing Items**.
2. You now need to complete the **Process Missing Items** record appropriately to make the required changes to the accession records of the missing items. Please see below for advice on filling in each field in this record.
3. **Delete missing accessions** – Place a tick in the **Delete Missing Accessions** checkbox if you wish to delete all missing accessions completely from Heritage. If you then click on **Process**, all accession copies which were found to be missing during the stocktake will be deleted from the catalogue.

This option is irreversible and should only be used if you are sure the missing items will never be retrieved and that you do not need to produce any further reports or statistics on the missing items.

If you select **Delete missing accessions** you will not need to complete the remainder of the record and should go directly to step 10 on page 9.

4. **Change Loan Type** – If you wish to amend the loan type of the missing items enter the current loan type in the **From** field and the loan type you want to change these items to in the **To** field. Click on the arrow to the right of the **From** and **To** fields to select from the list of available loan types. Press return and repeat these steps for any other loan types you wish to change.
5. **Change Location** – If you wish to amend the location of the missing items enter the current location in the **From** field and the location you want to change these items to in the **To** field. Click on the arrow to the right of the **From** and **To** fields to select from the list of available locations. Press return and repeat these steps for any other locations you wish to change.
6. **Change accession status** - As the items are missing it is advisable to change their accession status from Available to something more appropriate e.g. Query Lost\Destroyed or Missing.

Enter the accession status you wish to change in the **From** field. This will usually be Available. Click on the arrow to the right of the field to select from the list of available accession status codes. Then enter the accession status you wish to change the items to in the **To** field, for example, Query/Lost Destroyed. Click on the arrow to the right of the field to select from the list of available accession status codes.

It is also possible to prevent accession records with a status of Query/Lost, Destroyed from being shown in Enquiry search results. To do this go to **Cataloguing Menu, Setup Menu** then **Accession Status**. Select the accession status Query Lost\Destroyed and ensure that the **Suppress in Enquiry** checkbox is ticked, then click on **Save**.

7. It is advisable to use the **Add Event** fields to add details about the

stocktake in the **Events** field of the **Accession Records**. Enter the event type you wish to use, for example, Missing in the **Event** field. Click on the arrow to the right of the field to select from the list of available event types. Then enter some notes in the **Notes** field to explain how the item was discovered to be missing, for example, 'Missing in stocktake Summer 2001'. Heritage will automatically fill in the **Date** of the event when **Process Missing Items** is run.

8. Enter any text in the **Append these Notes** field that you would like added as general notes to the **Accession Records**.
9. Place a tick in the **Print report of accessions amended** checkbox to request a printed report detailing the changes made to the **Accession Records**. The report will be printed once the changes have been completed.
10. Click on **Process**. Your stocktake is now complete.

See *fig.4* for an example of how you may fill in this form. In this example items found to be missing in the stocktake will have their **Status** changed from Available to Query/Lost, Destroyed and will have an **Event** added to show that they were noted as Missing in the summer stocktake 2001.

fig.4

Import Stocktake

If you have a portable barcode scanner to use for stocktaking purposes you should use the **Import Stocktake** facility.

1. Follow the steps in the **Configure Stocktake** section (page 3) to define which items you wish to include in the stocktake.
2. Scan all the accessions in the section of the library that you defined in step 1 above using the portable barcode scanner. The accession numbers scanned in should be saved to a text file. The file format should normally be that each accession number is on a separate line with a carriage return and line feed after each accession number.
3. Go to **Management Menu, Stocktaking Menu** then **Import Stocktake**.
4. Click on the **Browse** button to the right of the **File Containing Barcodes** field and select the file containing the accession numbers

you have scanned in step 2 above.

5. Click on the **Setup** tab. See *fig.5*.
6. In the **Mode** panel select how you would like Heritage to deal with accessions that are scanned in during the stocktake that there are problems with. For example, accessions which do not match the criteria you selected in the **Stocktake Configuration** record, accessions which have already been stocktaken or accessions which have the status of On Loan. Select **Process ALL accessions** if you want Heritage to include all accessions in the stocktake. Select **Do NOT process problem accessions** if you want Heritage to exclude any problem accessions from the stocktake. Select **Prompt with problem accessions** if you want Heritage to prompt you if it finds any problem accessions during the stocktake.
7. If the import file contains more than one column of data select **Tabs**, **Commas**, **Semicolons** or **Other** in the **Column Separator** panel to define how these columns are separated. However, usually the import file will only contain one column in which case it doesn't matter which option you select.
8. In the **Row Separator** panel select either **Rows are on separate lines**, **Unix file format** or **Rows are separated by** to define how rows are separated in the import file.
9. If the import file contains more than one column specify which column holds the accession numbers in the **Barcode is in Column** field. Again, usually the import file will only contain one column in which case you should leave this field blank as Heritage will assume that the accession numbers are in the first column
10. If the import file contains special characters around the data, for example "", enter the character in the **Optional character surrounding data** field.
11. If the import file contains characters which need to be removed enter these characters in the **Strip these characters before processing** field.

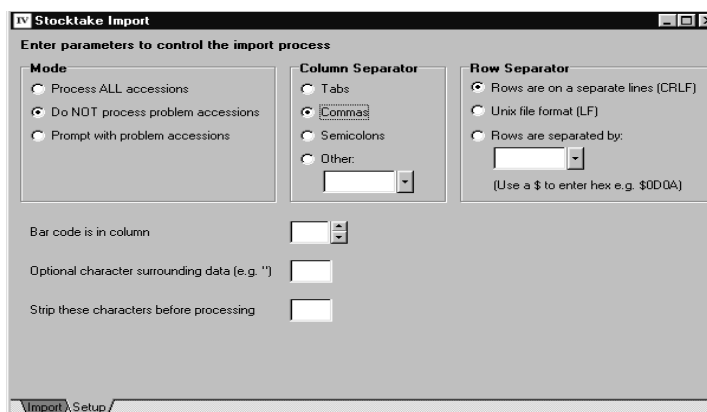


fig.5

12. Click on the **Import** tab then click on **Run**.

Heritage will now run the stocktake and will inform you of the number of items it has checked.

13. Click on the **View Log** button to view a full list of all the accessions that have been checked during the stocktake.

14. You have now run the stocktake (the equivalent of the **Scan/Enter Accessions** for the **Automated Stocktake**) and are ready to **Check for Missing Items** and **Process Missing Items**. Please see the appropriate sections on page 7 of this document.