



# AV REPAIR REPORT

## INSTRUCTIONS

### While the Patron is Present:

1. Fill out Item IRIS ID, today's Date and MSR# that the item was checked out on.
2. Fill out Patron's Name and Problem as Described by Patron. Ask questions to elicit as much detail about the problem as possible, especially under what conditions the problem happened.
3. Try to do what the patron described as not working. If possible get the patron to SHOW you what she did so that you really understand what she is talking about.
4. If the problem is really that the patron doesn't understand how the equipment works, take a minute to give a mini-lesson.

### After the Patron Leaves:

5. Try to fix the problem by: changing the batteries, changing cables, changing media, changing companion pieces (i.e. PZM & TC won't record - Try PZM with a different TC and vice versa),
6. In Staff Report section describe your take on the problem and what you did to try to make it work, to fix it, etc. Put your initials in the indicated space so that we can get back to you if we need more info.

(continued on back)

ITEM IRIS ID:       Date: \_\_\_\_\_

### PATRON REPORT

Patron's Name:     MSR#: \_\_\_\_\_

Problem as Described By Patron: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

STAFF REPORT     Staff Initials: \_\_\_\_\_

Problem as Witnessed and/or Tested by Staff: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Actions Taken: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Upcoming MSR's Reassigned by \_\_\_\_\_

<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>	MSR # <input type="checkbox"/> <input type="checkbox"/>	Date
Problems in MSR Reassignment	_____	_____
	_____	_____
	_____	_____

Status Changed to "at Repair" in Equipment Inventory by \_\_\_\_\_

### FURTHER ACTIONS:

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

RESOLUTION: \_\_\_\_\_

