

The background of the slide is a tropical sunset scene. It features a calm turquoise sea meeting a dark, rocky shore in the foreground. In the distance, a sun is setting behind a range of green, forested mountains. The sky is filled with soft, golden clouds. In the top right corner, there is a decorative graphic of a green palm frond and a bright yellow hibiscus flower. In the bottom right corner, a set of stone steps with gold-colored metal railings leads down towards the water.

Physical custody

Custodia Registry · R03

Your task and authority

Berland Hope

- Confirm your assigned duties
- Use the fictional training case
- Verify the result and its history

Learning outcome

Custody shows real handoffs and the final confirmed location.

Review the request

Bertrand Hope

- Review the request, reason, clearance and actual file availability.

What to check

Check the requester, reason, clearance and actual availability of the physical file. Digital visibility is not proof that the Registry can issue the item. Resolve custody or volume restrictions before approval.

Decision and ready state

Bertland Hope

- Approve or deny with the proper explanation; mark the approved file ready.

What to check

Record the permitted decision with its explanation. For approved work, mark ready only when preparation is complete. Approval and readiness should describe distinct points in the process.

Issue and pickup

Bertrand Hope

- Issue the correct file and preserve checkout/pickup evidence.

What to check

Match the file label, borrower and request at the handoff. Preserve the checkout slip and pickup evidence. Avoid confirming possession on behalf of an absent borrower simply to clear a queue.

Receive the return

Berland Hope

- Receive the returned file after verifying contents and record the receipt.

What to check

Check the returned file and contents before recording receipt. Investigate mismatches through the local process. Receipt establishes return to the Registry; it does not yet establish the final shelf position.

Reshelve and confirm

Bertland Hope

- Confirm its final shelf location through reshelving and inspect movement history.

What to check

Put the file in its intended location and complete the normal location confirmation. Inspect the movement history. A separately permissioned reshelving override needs a reason and is an exception, not the standard workflow.

Exceptions and recovery

Bertland Hope

- Identify the blocked condition
- Preserve the relevant evidence
- Use the authorized next step

Important boundary

Receipt is not final reshelving. A reshelve override is separately permissioned, reasoned and exceptional; do not use it as the normal path.

Guided practice

Bertland Hope

- Work within the assigned role
- Show the resulting state
- Explain one exception

Your exercise

Trace a fictional file from approved request to final shelf. Pause after receipt and identify the remaining action before calling the custody cycle complete.

Practice debrief

Bertland Hope

- Correct identity and authority
- Traceable result and history
- A justified next step

Expected answer

Request, issue, pickup, receipt and final location refer to the same file. The learner identifies reshelving as separate from receipt and avoids routine overrides.