FLOW CHART FOR DAMAGED ITEMS INCOMING FROM PATRONS - NOTED AND BILLABLE DAMAGE

Please follow the flow chart carefully. Do not check in unless and until indicated.

MISSING PART	NORMAL WEAR	PATRON MISUSE

MISSING PART

FILL OUT BILLABLE DAMAGE SLIP
↓
Make first attempt to contact patron: in person/phone/email
↓
Add internal note to the patron's account
↓
Missing part returned?
— **If NO** → Make 2nd attempt to contact patron.
↓
Add internal note to the patron's account
↓
Missing part returned?
— **If YES** → Match up parts and check in. Remove any notes added to the patron's account.
— **If NO:** DO NOT CHECK IN
↓
Forward item to owning library for assessment and action.

NORMAL WEAR

FILL OUT NOTED DAMAGE SLIP
↓
Any outstanding holds?
— **If YES** → Check in using the Do Not Fulfill Holds function in Sierra *
→ Record the damage you observed on the Noted Damage Slip
→ Is the item likely to be withdrawn?
— **If YES** → Check out the item to the WRLS Mending Card patron account, then → Route to the owning library for review and action
— **If NO:** → Route to the owning library for review and action

— **If NO:** Check in to route to owning library

*NOTE: if you have already checked the item in before you notice the damage or if the item is already in transit to fill a hold:
1. Check it out to the WRLS Mending Card,
2. Override the hold to retain it for the patron,
3. Notify Nate to adjust the holds queue.
4. Proceed with Check In (Do Not Fulfill Holds).

PATRON MISUSE

FILL OUT BILLABLE DAMAGE SLIP
↓
Patron admits to damage and is willing to pay
— **If NO:** → DO NOT CHECK IN!!
↓
Make two attempts to notify patron that damage was noticed & they may be billed.
↓
Add internal notes to the patron's account for each attempted contact.
↓
Patron willing to pay for damage?
— **If YES** → Collect fees and mark item as Lost. Remove any notes added to the patron's account.
— **If NO:** DO NOT CHECK IN
↓
Forward item to owning library for assessment and action

— **If YES** → Collect fees and mark item as Lost. Remove any notes added to the patron's account.