

WRLSWEB Damaged Items and Missing Pieces Procedure

This procedure is intended to provide a systematic tool for addressing items which have missing pieces or have been damaged while on loan. By using standard sheets and consistent labeling staff will be better able to track actions and follow up with patrons. All WRLSWEB libraries are expected to follow this procedure while dealing with items that have been damaged or are missing pieces.

It is the responsibility of the circulation staff in every library to check incoming items for anything that might be missing or damaged BEFORE being checked in. **If there is anything wrong with the item do not check it in!** Once the item is checked in, valuable data may be lost and patron accountability goes down. Pay particular attention to AV items that may have missing parts. It is also good practice to verify AV items before checking them out.

The library which receives items which are damaged or missing pieces should contact the patron and, if possible, resolve the matter **before returning them to the owning library.**

Patron messages (which pop up at checkout) should be removed by the last person to handle the item before it is returned to circulation. Such messages should remain on the record if charges are pending or if an issue is unresolved. A library may choose to add or retain a patron note even after resolution. This would be an internal note that only shows in the patron's record. Such notes would be used to maintain a record of previous damaged items. They would typically only be used to track a patron with a history of returning damaged material.

Each library set its own standards regarding damage tolerance using the best judgment of staff. Owing libraries should put a note on the last page in the back of the book describing any damage before returning the item to circulation. Older items may have this note inside the front cover instead.

Any damage that could potentially contaminate other items or cause harm to individuals should be quarantined. These include items that show signs of mold, blood, urine, chemicals, etc. Such materials should not be put in delivery. Contact the owning library right away to inform them of the situation before safely disposing of the material.

Important Notes:

- **Communication is key** - if there are any questions, talk to your director or supervisor and don't be afraid to contact the owning library!
- **Communication is key, part 2** - document your progress and create notes in the patron record. Always make sure to initial (your name and library) and date the notes.
- **Be patient with your colleagues at other libraries!** Communication may not be immediate.
- As a general rule, patrons should be discouraged from providing replacements for damaged items.

ITEMS INCOMING FROM A PATRON (returned at the circulation desk or from a book drop):

<p>If a part is missing</p>	<ol style="list-style-type: none"> 1. Do not check in. 2. Look up the current user 3. Fill out the contact info on the Damage slip (#3 - Missing Pieces) 4. Contact the current patron and ask them to look for the missing part via phone/email/mail/text. It is the responsibility of the library where the item was returned to make at least two attempts to contact the user. Inform the patron the item will remain checked out to them until the missing part is returned. Also notify them that they could be billed up to the total replacement cost of the item. 5. Note on the Damage slip (#3 - Missing Pieces) and in a message and/or note on the patron's record the efforts made to contact him/her. 6. When the part is returned, check in the item to route it to its next destination. Staff must also remove related messages here. 7. If the patron does not respond or cannot find what's missing, attach the Damage Slip and send it back to the owning library without checking it in. Document the transit on the Damage Slip. A message and/or note may also be added to the patron's record. Example: 1/15/2013 MISSING DISC for HOUSE M.D. SEASON 2. Sent from LPL to Onalaska for review. LPL/jen 8. The owning library then decides if the patron will be billed the full or partial replacement cost. The owning library is responsible for removing all messages and notes from the patron's record.
<p>If the item is damaged</p>	<p>Determine if the damage was caused by: A. Normal wear and tear; or; B. Patron misuse (making the patron responsible for the damage).</p>

<p>A. Damage is normal wear and tear (Damage to be assessed by owning library)</p> <p>Remember each institution uses its own standards regarding damage tolerance.</p> <p>Noted damage is any wear that may compromise the integrity of the material if it continues to circulate</p> <p>Examples of noted damage: broken case; loose binding; scratched or skipping disc ; minor water damage.</p>	<ol style="list-style-type: none"> 1. Do not check in. 2. Examine the item to see if the damage is already noted on the title page, inside cover, or inside of the back cover.. If not, then: 3. Fill out a Damage Slip (#4 - Damage to be assessed by owning library) and attach it to the item. 4. Using the Check-In (Do Not Fulfill Holds) feature, check in the material. This feature is found at Check-In (No Patron), under Tools. [NOTE: If you've already checked the item in when you notice the damage, immediately check it out again to the WRLS Mending Card. You will have to override the hold to retain it for the patron. Then resume the procedure, starting with step #4 above]. 5. When the owning library receives the item, they need to decide whether to repair the damage, note the damage on the last page in the back of the book and in the patron record and continue to circulate it, or withdraw it. 6. If the owning library decides to withdraw the item they should: <ul style="list-style-type: none"> ● Immediately update the status to Discarded. ● Remove the messages and notes (if any) from the patron and/or item record. ● If the item has a hold and it has been checked in, the hold may need to be entered again. If there are other holds, contact staff who can reorder the holds queue to return the patron to the correct spot on the queue. 7. If the owning library decides to keep the item, they should record wear and tear on the last page in the back of the book and the patron record.
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<p>B. Damage is from possible misuse by the patron (Billable Damage)</p> <p>Remember each institution uses its own standards regarding damage tolerance.</p> <p>Billable damage is any wear that you are certain happened as a result of misuse. Billable damage is destruction that likely necessitates the purchase of a new item.</p> <p>Examples of billable damage: broken disc; missing parts; extreme staining or water damage</p>	<ol style="list-style-type: none"> 1. Do not check in. 2. Fill out the Damage slip (#2 - Billable Damage). 3. Notify the patron of the following: <ul style="list-style-type: none"> ● The item was returned damaged ● The item will remain on their card until the owning library can assess the damages ● The owning library may charge for the full replacement or a fee for the damage 4. Note on the Damage slip the effort made to contact the patron. A message and/or note may also be added to the patron's record. Example: 1/1/13 BILLABLE DAMAGE to ARGO [DVD]. Item sent to the owning library for review. Notified patron via phone. LPL/jen 5. Attach the Damage slip to the item and route the item to the owning library. 6. When the owning library receives the item, they will either add a manual charge for the damage or mark the item as Lost to add the full replacement fee to the patron's account. 7. If the patron returns the item in person, admits to causing the damage and wants to pay for it: <ul style="list-style-type: none"> ● Mark the item as Lost at the Checked-Out Items tab in the patron's record. ● Waive any late fees associated with the item. ● Collect the money and forward to the owning library. You can also print the record of the fine by going to the Fines tab in the patron's record and clicking the Fines Paid button.
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ITEMS ARRIVING IN DELIVERY

<p>AV materials arriving in delivery must be checked for missing pieces. (see below)</p> <p>If the item appears to be damaged:</p> <p>Remember each institution uses its own standards regarding damage tolerance.</p> <p>Noted damage is any wear that may compromise the integrity of the material if it continues to circulate in such condition.</p> <p>Examples of noted damage: broken case; loose binding; scratched or skipping disc.</p>	<ol style="list-style-type: none"> 1. Do not check in. 2. Check for any damage notes in the item record's internal notes field, on the title page of the item itself, the inside cover of the item, or on the last page in the back of the book. 3. If there is no note, fill out a Damage Slip using section #1 or #2 depending on the severity of the damage. If the damage is minor, include the Damage Slip with the item and advise the patron to return both. Make a note on the item record. If obvious billable damage: 4. Look up the item in Search/Holds to determine if the item was in transit to fill a hold. 5. If there is no hold, check it in. It should route to the owning location. 6. If there is an outstanding hold: <ul style="list-style-type: none"> • Using the Check-In (Do Not Fulfill Holds) feature, check in the material. It should route to the owning library. [This feature is found at Check-In (No Patron), under Tools]. • Document the transit in the Comments field on the Damage Slip, Example: 1/13 Noted Damage; sent to Onalaska from LPL-M. LPL/jen 7. When the owning library receives the item, they need to decide whether to repair the damage, note the damage on the last page in the back of the book (and patron record) and continue to circulate it, or withdraw it. 8. If the owning library decides to withdraw the item they should: <ul style="list-style-type: none"> • Immediately update the status to Discarded. • Remove the messages and/or notes (if any) from the patron and/or item record.
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<p>If a part is missing when it arrives in delivery</p> <p>Unless the part was lost in transit, this means that the borrowing library's staff has failed to verify that all the items components were present before sending the item out.</p>	<ol style="list-style-type: none"> 1. Do not check in. 2. Search the delivery bins to see if the missing part can be found. 3. If not found, look up the item in Search/Holds to establish if the item was in transit to fill a hold. 4. If the item is from another library for one of your patrons: <ul style="list-style-type: none"> ● Look up the location from which the item was sent, which may be different from the owning library. This info can be found on the Message line of the item record. The item record will also tell you the Checkin Location, Last Check-in date, and the Last Patron. ● Fill out a Damage Slip (#3 - Missing Pieces) identifying the missing part and send back to the Checkin Location. ● Do not check in the item. ● Document your actions on the reverse of the Damage Slip. Example: 1/1/13 Sent case back to Onalaska to retrieve missing part. LPL-M/jen 5. If the item with the missing part belongs to your library: <ul style="list-style-type: none"> ● Contact the library where it was last checked in. ● Report the missing part and ask them to contact the patron who had it checked out to try to locate the missing piece. ● If it cannot be located it is your library's decision whether to charge the borrowing library. The last library to borrow the material is ultimately responsible to arrange a final disposition for the item with the owning library.
<p>If one of your items is returned damaged with no slip attached.</p>	<p>Contact WRLS ILS/ILL Consultant by email to assess the situation. See Job Title Key below for the email address.</p>

APPENDICES:

Appendix A: Job Title Key:

WRLS ILS/ILL Consultant	Nathan Pflager	nate@wrlsweb.org
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Appendix B: Suggested Language for Patron Notes:

1/1/2013 MISSING DISC for SHREK 3 DVD. Left message on phone. LPL/jen
1/8/2013 MISSING DISC for SHREK 3 DVD. Mailer sent. LPL/jen
1/17/2013 MISSING DISC for SHREK 3 DVD. Sent from LPL to Onalaska for review. LPL/jen
1/17/2013 MISSING DISC. Sent from LPL to Onalaska for review. LPL/jen
1/1/2013 BILLABLE DAMAGE to SHREK 3 DVD. Returned with disc cracked in half. Left message on phone. Sent from LPL to Onalaska for review. LPL/jen
1/1/2013 BILLABLE DAMAGE. Sent from LPL to Onalaska for review. LPL/jen
1/1/2013 Back cover ripped. Circulate per LPL/jen 1/1/2013 Last few pages wavy. Circulate per LPL/jen 1/1/2013 Writing on pages. Circulate per LPL/jen

Appendix C: Suggested Language for Patron Notices

Missing Pieces – First Contact

Dear (Patron Name),

It has come to our attention that an item recently returned to the Greatest Library was missing a part. Usually this is an oversight that can be easily corrected when you return the missing piece. Be aware, however, that the material cannot be checked in until we have matched up all the parts. As a result, late fees may accrue. If not returned within 14 days of this notice, you may be billed the full replacement cost of this material.

Title: "SHREK 3" Part: Disc 1 Replacement Cost: \$20.00

Please return this missing part as soon as possible so others can enjoy it.

If you have any question, please contact the Greatest Library Circulation Department at 608-123-4567.

Thank you,

Circulation Department / Library

Missing Pieces – Second Contact

Dear (Patron Name),

This is our second attempt to contact you regarding an item you returned to the Greatest Library missing a part. This item remains checked out to you. Failure to return the missing part within 7 days of this notice may result in a replacement bill being added to your account that will limit you from library services at all WRLSWEB libraries.

Title: SHREK 3 Part: Disc 1 Replacement Cost: \$20.00

Please contact the Greatest Library Circulation Department at 608-123-4567 if you have any questions.

Thank you,

Circulation Department / Library

Billable Damage Notice

Dear (Patron Name),

It has come to our attention that an item checked out to you was recently returned damaged. The nature of the damage requires us to pull this item from circulation and forward it to the owning library for review.

Title: SHREK 3 Damage: Shattered Disc Owning Library: Other Greatest Library

This item will remain on your account until the owning library assesses the damage. If deemed as inappropriate use of library material, fees may be added to your account.

Please contact the owning library with any questions.

Thank you,

Circulation Department / Library

Appendix D: Damage Slip:

It should be noted that dating and initialing notes/messages on patron records are imperative.

RE: #1 No book or patron info required because it came in delivery that way to fill a hold and so owning library is/should be aware of the minor damage/wear and tear with this will put a note on the item, back of the book, or a check in note if it's an item that can't be noted on ie CD case/dvd case. This is often the most common scenario.

RE: #2 Straight forward, something was returned damaged, patron often will admit or acknowledge item right away or when notified. Items aren't sent back to the owning library, the bill is placed on the patron record, and the money is sent to the owning library when received by the patron. Patron keeps the item when it is paid for and picked up within 60 days. *THIS SLIP THEN STAYS WITH THE ITEM UNTIL PD FOR AND CLAIMED BY PATRON

RE: #3 Missing pieces is pretty straight forward

RE: #4, Occasionally the non-owning library receives an item in book drop or from patron that appears to have billable damage, but it's an older book with lots of use, OR the patron is stating they received the book in that condition and you are suspect, etc, it would be prudent to send item to the owning library for a damage/billable assessment. Items would NOT be checked in from the returning patron, but it should be returned to the owning library for their timely assessment. All of this should be noted on patron record in the messages with dates and initials. If charges are placed on the record by the owning library, the message should stay on the patron record and the item should be sent back to the original library so patron may have it once it's paid for. If no charges are levied, the owning library should make a note on that item so it can further circulate without question, and remove the message on the patron record.

And because every case is potentially unusual, the back of this bookmark should be used as much as necessary for detailed instruction/information!