

Lost and Damaged Item Procedure

Damaged Items

Please review the item in hand and determine from the table where your item falls:

	Non-Circable	Circable
Torn Pages	Excessive and/or illegible	Minimal tears, still legible
Water Damage	Waterlogged, mold prone, illegible	Water spots, sporadic/minimal water marks, can be dried easily with no issue for legibility
Spine	Broken spine; pages falling out	Not cracked/broken and pages still intact
Markings/Stains	Pen or marker where text is illegible; bodily fluids	Pen or marker where text is legible; coffee stains but legible
Discs	Cracked/broken discs; excessive scratches; broken case affecting disc	Minor scratches on discs; broken case not affecting disc

Non-Circable Damage

If your own item falls into the non-circable column and you would like to bill for the item, please follow the steps below:

- Keep any necessary paperwork (yellow slip, etc.) with the item that would be beneficial to staff for replacing the item and/or returning the item to the patron upon payment (if this is local policy)
- The owning library may mark the item as Go Lost in CARL by following the steps in the [Lost Procedure](#).
- **A note may be added to the patron record indicating the item was damaged.*** The patron may pay immediately, or a bill can be generated using the [billing template](#).
Example: “[Damage description] noted by [library/staff] on [date] upon return. Initials”
- Printed bills can be edited manually by staff to indicate Damage on an item instead of it saying “Lost”.

If the item in question falls into the non-circable column and it is NOT your item, please do **not** use Go Lost. You may contact the owning library to request the item be set to Go Lost to quickly resolve the issue OR send it back using the following steps:

Scenario 1: IF the item is still checked out to a patron, leave the item checked out to the patron and continue to Step 1 below.

- If the item is accidentally checked in, check it out to the patron again.

Scenario 2: IF the item is trapped for a hold or is a hold in transit, please use the Damaged Item function to mark the item as Damaged and to replace the hold. And continue to Step 1 below.

1. Add the Charge/Discharge predefined note to the item record of “Damaged - In transit for review” in CARL-X. If wanting to add the patron barcode, use a Free Text Charge/Discharge Note.
2. **Add an Informational Note to the patron account including the item number and the damage.***
3. Add a yellow problem slip to the item so that staff receiving the item don’t check it in on arrival.
4. Send the item to the owning library through the WALTCO tubs.

Lost and Damaged Item Procedure

5. If the owning library determines the item is damaged and can be given to the patron, they will mark the item as Go Lost and generate a bill before sending the item back to the patron's library. They will also update or delete the note in the patron account accordingly.
6. The owning library will then mail out the generated bill to the patron.
7. Make sure that payments are sent to the owning library.

Circable Damage

If an item's damage falls into the Circable column, add a Charge/Discharge Note to the item record. Please use the following format for these notes:

"[Damage description] noted by [library/staff] on [date] prior to checkout. Please review damage and note damage in physical item."

Do **NOT** add a Yellow Problem slip to items with circable damage. Please do **NOT** write in items not belonging to you.

When your items are returned to your library and scanned through Returns in CARL-X, the red "Charge/Discharge" note will pop up. Staff will need to decide if the item should keep circ'ing (click "OK"), or if the item should be taken out of circulation (click "Cancel)." If clicking "OK" staff should go into the item record, remove the Charge/Discharge note (as needed) from the item record and add a note to the title page or first blank page of the physical item.

Clicking "Cancel" will prevent any holds from filling and staff can then go into the item record to investigate further steps prior to checking in.

Adding a Manual Fine

The owning library must check for item record notes **BEFORE** deciding to bill for damage. If the owning library would like to charge a small fine, a manual fine should be added to the patron's record if it is local policy to do so.*

Do **not** add a manual fine for damage to an item your library does not own. Contact the owning library or follow the steps in the Non-Circable Damage section of this document.

To add a manual fine for damage, follow these steps:

- Go to the patron record and add a manual fine
 - Go to the Summary tab and highlight the item that needs the Manual Fine.
 - Click the Manual Fine button along the bottom of the screen.
 - Enter the fine amount, a description such as "Damaged," and enter the barcode of the item in Item Number if it is not there already.
 - Click "Write Fine."
- Return the item in CARL.
- Add a note to the item record describing the damage (optional but recommended).

*Patrons do not see notes that are added to their account or notes added to Manual Fines. They will still see "Manual Fine" while staff will see the details of said fine.