

Lost and Damaged Item Procedure

All OWLSnet libraries may use the Go Lost feature of the automated system on their items. Please note: libraries may only use Go Lost for their own items. If a library marks materials not owned by that library as Lost, they may be responsible for reimbursing the owning library for the cost of the item.

Lost Items

Libraries may use Go Lost (for their items) when a patron indicates an item was lost or damaged. OWLSnet recommends that patrons wait for the billing cycle if possible. If the item was destroyed, or the patron is certain the item is permanently gone, libraries can set the item to Go Lost. Setting an item to Go Lost will change the item status to Lost. The price should be verified immediately, and a bill can be generated using the OWLSnet billing template if a patron wishes to pay later. CARL will not generate a printed bill, so the billing template must be used to give the patron a bill.

Do **not** use Go Lost on items your library does not own. If a patron says an item is lost, tell the patron that the owning library will bill for that lost item. The library or patron may contact the owning library and request that an item be set to Lost in order to quickly bill the patron. The owning library should verify the price and generate the bill. If a library collects money before billing for a lost/damaged item owned by another library and the price is wrong, **the collecting library is responsible for paying the difference to the owning library.**

To set an item as Go Lost, follow these steps:

- In CARL-X, go to the patron's account, choose the Summary tab and select the Charges radio button.
- Highlight the item you wish to mark as Go Lost.
- Double-click the item to make sure the price is correct.
 - If the price is not correct, click Edit, change the price, and Save. You can then Close.
- Click the "Go Lost" button along the bottom of the screen.
- Choose "Pay" to pay now or "Pay Later" if the patron is not paying immediately. "Waive" is also an option, and this will require entering a Reason for Waiver.
- If a printed bill is required, use the OWLSnet billing template (or a local billing template) to generate the bill. Please hand or mail to patron.
- Add or remove notes if necessary.
 - Remove the "Damaged—In transit for review" note.
 - If the item is being sent back to the patron, add the "Damaged—In transit to patron" Standard Predefined Note.

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Damaged Items

Non-Circable Damage

If an item is damaged to the point the material cannot be circulated, the library may mark the item as Go Lost in CARL by following the steps in the Lost section of this document. A note may be added to the patron record indicating the item was damaged if the library wishes. The patron may pay immediately, or a bill can be generated using the billing template.

Do **not** use Go Lost on items your library does not own. You may contact the owning library to request the item be set to Go Lost to quickly resolve the issue.

If the owning library wishes to review the item before billing, follow these steps:

- Leave the item checked out to the patron.
 - If the item is accidentally checked in, check it out to the patron again.
- Add the Standard Predefined Note of “Damaged - In transit for review” in CARL-X.
- Add a yellow damaged slip to the item so that staff receiving the item don’t check it in on arrival.
- Send the item to the owning library through the WALTCO tubs.
- 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.
- The owning library will then mail out the generated bill to the patron.
- Make sure that payments are sent to the owning library.

Circable Damage

If an item is damaged but can still circulate, a manual fine should be added to the patron’s record.

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.
- Add a note to the item describing the damage (optional but recommended).