**Damaged Items with Holds in CARL Connect**

This procedure is meant for items coming in to fill holds. When an item is marked “Damaged” upon check in, it will change the status to “Damaged” without filling a hold or putting the item in transit. If the item is already on the Hold Shelf or has a “Hold in Transit” status, the item status will be changed to “Damaged”, and the patron will be placed at the top of the holds queue. A note will be added to the item record that says “Item marked as damaged during Check In.”

It is not meant for charging patrons for damaged items.

*There are two ways to mark items as damaged in CARL Connect.*

**Marking Items as Damaged at Check In**

1. Go to Library Services > Check In. Check the “Damaged – Report Damaged Item” checkbox.

2. Scan barcode in the “Scan or Enter an Item ID” box.
   
   You will see the item has a note that says it is Damaged.

3. Navigate away from Check In.

**The Damaged Items Module**

The Damaged Items Module will show you all the items that have a status of “Damaged” and allows you to withdraw, delete, and add notes to all the damaged items.

You can also mark items at damaged from here.

1. In CARL Connect, go to Library Services > Manage. From here, select Damaged Items.
2. Enter the barcode in the “Scan or Enter an Item ID” box. This will add the item to the list.
To withdraw, delete, or add a note to any of the items in this list, highlight the items (you can select multiple items using Ctrl + Click) and selecting the appropriate action.

Again, this will not generate a bill for the patron if that is the intention. If a bill is needed, staff should follow the Lost and Damaged Procedure. A bill will need to be manually created using the Billing Template.

---

### Just added

<table>
<thead>
<tr>
<th>Title</th>
<th>Item Number</th>
<th>Call Number</th>
<th>Location</th>
<th>Media</th>
<th>Status Date</th>
<th>BID</th>
</tr>
</thead>
<tbody>
<tr>
<td>East of Eden</td>
<td>38060010123748</td>
<td>Steinbeck</td>
<td>Classics</td>
<td>Book - Adult</td>
<td>5/18/2021</td>
<td>30555</td>
</tr>
</tbody>
</table>

### Damaged at this branch

<table>
<thead>
<tr>
<th>Title</th>
<th>Item Number</th>
<th>Author</th>
<th>Call Number</th>
<th>Location</th>
<th>Media</th>
<th>Status Date</th>
<th>BID</th>
</tr>
</thead>
<tbody>
<tr>
<td>Un día con misías + A day with my cat</td>
<td>3111005285567</td>
<td>Bernardo, Ana</td>
<td>Bernardo</td>
<td>Children Spanish</td>
<td>Book - Children</td>
<td>5/10/2021</td>
<td>24447</td>
</tr>
<tr>
<td>Mrs. Jeffries and the Abos of the eng</td>
<td>31110056589528</td>
<td>Brightwell, Emily</td>
<td>Brightwell</td>
<td>Fiction - Mystery</td>
<td>Book - Adult</td>
<td>3/8/2021</td>
<td>69661</td>
</tr>
<tr>
<td>The bone Fire - a Sommershi ll</td>
<td>31110054848605</td>
<td>Sykes, S. D.</td>
<td>Sykes</td>
<td>Fiction - Mystery</td>
<td>Book - Adult</td>
<td>3/8/2021</td>
<td>666620</td>
</tr>
</tbody>
</table>