

## 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.

check out **check in** MyAccount manage

SCAN OR ENTER AN ITEM ID

12345678912 enter

override date - select to change check in date  **damaged** - report damaged item

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.

check out **check in** MyAccount manage

SCAN OR ENTER AN ITEM ID

12345678912 enter

override date - select to change check in date  **damaged** - report damaged item

check in details:

CHECK OUT DATE FINE \$0.00 USER ID

clear list receipt

Barcode	Title	Information	Due Date	Branch
38012000368903	How to make slime /	<b>Damaged</b>		Peshtigo

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.

SCAN OR ENTER AN ITEM ID

enter

add note

withdraw

delete

**just added**

Title	Item Number	Author	Call Number	Location	Media	Status Date	BID
East of Eden /	38006001023798	Steinbeck, John, 1902-1968.	Steinbeck	Classics	Book - Adult	5/18/2021	30355

**damaged at this branch**

Title	Item Number	Author	Call Number	Location	Media	Status Date	BID
Un día con mis tías = A day with my a	31110002285567	Bernardo, Anilú	Bernardo	Children Spanish	Book - Children	5/10/2021	244472
Mrs. Jeffries and the Alms of the ang	31110005669528	Brightwell, Emily	Brightwell	Fiction - Mystery/Tr	Book - Adult	3/8/2021	666611
The bone fire : a Sommershill Manor	31110005648605	Sykes, S. D.	Sykes	Fiction - Mystery/Tr	Book - Adult	3/8/2021	666620

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.