

## Handling Damaged Items, Especially Ones Belonging to Other Libraries

The library where the damaged item is returned is responsible for handling that item, regardless of the owner of the item. The patron doesn't know or care which library owned the item and will want to deal with the library they are currently at.

**However**, it is the responsibility of the "returned-at" library to check with the owning library to determine if, or how much, to charge for a seriously damaged item.

There is a DAMAGED user record for each library. Damaged items are "checked out" to that user, which changes the item's Current Location to DAMAGED. In WorkFlows the due date will show as NEVER and there are no notices. It displays in the online catalog as Item Damaged, Unavailable.

The library should run a report of its DAMAGED items regularly and either Withdraw the item or restore it to the shelf or its owning library.

### An item is returned in the bookdrop damaged, patron not present:

Use **Check Item Status** to see if the item is checked out. If the item is checked out, it will show the borrower's name.

1. Fill out the Damaged Form located on the Extranet & attach it to the item:  
<https://extranet.winnefox.org/sites/extranet.winnefox.org/files/Damaged%20Form.docx>
2. If the user is being charged for the full replacement of the item (i.e. water soaked book or cracked CD), use the price in the item record, or look up the default price here:  
<https://extranet.winnefox.org/wals/sirsidynix/workflows/titleandcopyrecords/copyrecordsitems/defaultitemprices>
3. If the user is being charged for significant repairable damage (i.e. a missing DVD case, or 1 disc missing from set), contact the owning library to determine whether to bill and how much.
4. If damage is minimal (<\$5.00), do not bill; but return item to owning library along with the Damaged Form, and checkout to OWNING library Damaged user.
5. If billing the patron:
  1. Look up the patron in **Display User**
  2. Add the charge to patron record under **Billing a User**.
  3. Contact the patron.
  4. If they contest the damage, check out the damaged item to the damaged card for YOUR library—put on YOUR Damaged shelf. Give the patron a deadline to come in and look at the item.
  5. If they don't contest the damage, check out the damaged item to the damaged card for the OWNING library,

## **1. The User Pays for a Completely Damaged Item**

1. Complete the Damaged Form.
2. Have the user write a check for the replacement bill made payable to the OWNING library.
3. Send the check and the completed Damaged Form via the delivery to the owning library.
4. Withdraw the item by checking it out to the OWNING library's WD user.
5. The patron may keep the item.

## **2. The User Pays for a Partially Damaged Item**

1. Complete the Damaged Form.
2. Have the user write a check for the damaged bill made payable to the OWNING library.
3. Send the check and the completed Damaged Form via the delivery to the owning library.

## **3. The User Brings in a Replacement**

Do not accept a replacement copy for another library. The owning library may be contacted to see if a replacement is ok, but that is not required.

## **4. The User Never Pays**

After 3 months on the library's damaged shelf, an item belonging to another library should be returned to the owning library so it can decide what to do with it—fix, replace, withdraw, etc.

## **To Bill or Not to Bill?**

Small wear and tear, such as missing barcodes, torn pages, cracked CD cases, cracked bindings, and shabby paperback covers generally should not be billed. Staff time is too expensive to spend on low-cost, under \$5.00 charges.

## **Hardship Cases**

If the borrower's situation warrants special consideration, call the owning library to work out an appropriate compromise or to cancel a bill entirely. In the case of accidents, fires, etc. there is room for accommodation.

## **Damaged Items and Filling Holds**

If a damaged item is still useable and the library doesn't charge for that kind of damage (i.e. cracked CD case), then it is ok to send out the damaged item to fill a hold. If the library would bill for that kind of damage, then they should fix it before sending it or should at least put a note on the item. The charging library might want to also note the damage (if they would bill for it) before they check it out.