

Damaged and Missing Items

It is the responsibility of the circulation staff in every library to check incoming items for anything that might be missing or damaged **BEFORE** being checked in. Pay particular attention to AV items that may have missing parts. It is also good practice to inspect AV items when checking them out. If all staff do this, patrons cannot say something was missing when they checked it out.

If there is anything wrong with an item, **DO NOT CHECK IT IN.**

The following guidelines about damaged or missing items is divided into two scenarios: those items incoming from a patron, and those arriving in the courier. Within each of these scenarios, there are several descriptive instances with procedures for handling these. Three forms for reporting damage are included as part of these guidelines.

Incoming Item from a Patron (returned at the desk or in a book return)

If a part is missing (a CD or cassette from an audiobook, a CD or DVD from its case, a booklet, etc.)

1. Do NOT check it in.
1. Look up the item in the *Search/Holds* function (the easiest way to do this is to search by barcode and scan the item)
2. Write down both the Patron# and the Last Patron#
3. Contact the patron in the Patron# field and ask them to look for the missing part. This is the responsibility of the library where the item was returned. Inform the patron that the item will stay checked out on their record until the missing part is returned. When the part is returned, the item can then be checked in and sent on its way.
4. If the patron cannot find the missing item or fails to return it within a reasonable amount of time, fill out a **V-Cat Billable Damage** form and send it back to the owning library still without checking it in. Place a note on the item record: "Returned to _(owning library name)__ with missing part" with initials.
5. The owning library then decides if the part can be replaced (adding a manual charge with explanation for part replacement and then checking the item in) or if replacement of the entire item is necessary (marking the item as lost, creating a bill).
6. If any library other than the owning library should collect such a manual charge, they will notify the owning library that they should invoice them for the amount of the charge.

Incoming Item from a Patron (returned at the desk or in a book return) (Cont'd)

If the item is damaged

Determine if the damage was caused by normal wear and tear or if the patron misused it and is responsible for damages.

If the damage is normal wear and tear

(See **Item Labeling Guidelines**)

1. Fill out a **V-Cat Noted Damage** form, taping it to the outside of the item over the barcode, and return it to the owning library by checking it in if there are no holds on the item.
2. If there are holds on the item, check it in with the **no holds filled** option (see the screen shot near the end of this section)
3. Do not check it out to anyone; if the damage is minor it can be repaired, but if the item continues to circulate the damage is likely to get worse to the point of being beyond repair. The owning library needs to evaluate it at the point where the damage is noted.
4. When the owning library receives it, they need to decide whether to: repair the damage; note the damage on the item itself and return it to circulation; or withdraw the item.

If the damage is from possible misuse by the patron (ripped front, scribbling, disc cracked, chewed by dog, etc.)

1. Do not check it in; it will need to remain on the patron's record.
2. Notify the patron that the item was returned damaged and that the owning library will charge either the full replacement cost or a fee for the damage.
3. Fill out a **V-Cat Billable Damage** form, tape it to the outside of the item over the barcode, and put it in the courier. **DO NOT** write a short note, stick something in the middle of the book, or anything else that would make it difficult to find or figure out the problem with the item.
4. When the owning library receives the item, they will either add a manual charge for the damage and check it in, or, if full replacement is needed, mark the item as lost and generate a bill.
5. If the patron returns the item in person, admits to causing the damage and wants to pay for it:
 - a. Mark the item as lost
 - b. Add the bill
 - c. Collect the money (patron may keep the item)

Incoming Item from the Courier

If it appears the item was damaged by the courier

(Note: the damage will have to be severe to prove Waltco was responsible; libraries are responsible for packaging w/care)

1. The receiving library must contact Waltco immediately. It doesn't matter if the item belongs to your library or not; if you are taking it out of the courier bin/bag and suspect damage caused by the courier, you must report it. Preferred contact with Waltco is through email.
2. Taking a picture(s) of the damage is advisable; this can be sent later to Waltco with the claim form.
3. If the damaged item belongs to another library, advise them of the situation and acquire their fee or replacement cost for the damage. You will report this to Waltco on behalf of the owning library. Note the owning library, item title, barcode & price for all such items (a spreadsheet is advisable).
4. If the material belongs to you, check it in with the **no holds filled** option and change its status to **damaged**. Damaged material belonging to another library should also be checked in with the **no holds filled** option, but do NOT change status.

If the item appears to be damaged, but NOT by the courier

1. If there are holds on the item (most likely scenario), check the item in with the **no holds filled** option (see the screen shot near the end of this section). If this item is the only one available, the patron must be notified.
2. The receiving library should check for a hold by their patron on this item. Reinstate the hold for this patron by following the **Transfer Holds Procedure** in the Appendix.
3. Fill out a **V-Cat Noted Damage** form, tape it to the outside of the item over the barcode, and return it to the owning library.
4. Do not check the item out to anyone else. If the damage is minor, it can be repaired, but if the item continues to circulate the damage is likely to get worse so that it cannot be repaired.
5. The owning library needs to evaluate it at the point the damage is noted. When the owning library receives it, they need to decide: whether to repair the damage; note the damage on the inside of the back cover and return it to circulation; or withdraw the item.

Incoming Item from the Courier (Cont'd)

If a part is missing when it arrives in the courier:

1. Check the courier bins/bags carefully to see if it can be found.
2. If it's not found:
 - A. If the item is from another library for one of your patrons:
 - i. Look the item up in the Search/Holds function
 - ii. Note the **CHECKIN LOCATION** (where the item was last checked in; this is the terminal number that you have to associate with the library – refer to the attached list of terminal numbers for libraries.
 - iii. and note the **LAST PATRON** field.
 - iv. Send the item back to the library in the **CHECKIN LOCATION** with a **V-Cat Noted Damage** form identifying the missing part.
 - v. Add a **message** to the Sierra item record stating “Sent back to _____ Library to retrieve missing part.” Initial as usual.
 - vi. **OPTION:** Call the owning library first to confirm that the part is really missing
 - vii. Do NOT check it in.
 - B. If the item with the missing part belongs to your library:
 - i. Call the library where it came from (in the **CHECKIN LOCATION** field)
 - ii. Report the missing part and ask them to contact the **LAST PATRON** to try and locate the missing part.
 - i. If it can't be located, it is now your library's decision whether to charge that patron or that library.

If one of your items is returned damaged

but there is no **V-Cat Billable Damage** or **V-Cat Noted Damage** form on it, determine if it might have occurred in the courier. If so, contact Waltco as instructed above. If you feel the damage was caused by a patron, call the last **CHECKIN LOCATION** to assess the situation. The sooner the situation is reported the faster it can be resolved.

Remember it is the **circulating** library's responsibility to contact/resolve the matter with the patron before returning the item to the owning library.

Libraries agree that they will only create invoices for one another if the total of the invoice is at least \$5.00.

If a library wishes to discount the replacement cost of an item due to its condition or age, this should be noted on the invoice.

It is agreed that certain packaging (DVD cases, hard plastic jewel cases, etc.) may not withstand significant use without breaking. Libraries will not charge one another for breakage of such cases.

The invoice template which libraries will use when billing one another is attached in the Appendix.

Timing of Invoices When Billing Another Library

When initiating an invoice to another library for a lost or damaged item, it is critical to note certain dates in the item record.

- For **lost** items, use the **Overdue Date**.
- For **damaged** items, use the **Last Check-in Date** (this is the date that the owning library will have created when they assessed any damage and finally checked in the item).

Libraries will NOT bill one another (for either lost or damaged items) until at least 30 days AFTER the item record date noted above. This will allow the library which receives the invoice to follow up with their patron to collect payment.

To encourage libraries to keep current with invoicing one another, all such invoices must be issued within 60 days of the above dates in the item record (but not less than 30). A library receiving an invoice for an item which is more than 60 days after either the Overdue Date (for lost items) or Last Check-in Date (for damaged items) may decline to pay the invoice without penalty.

Example:

Overdue Date: 15 March 2014 (when the bill for replacement was sent)
Do Not Bill Before: 16 April 2014
Cannot Invoice After: 15 May 2014

If Invoice is issued with date of 1 May 2014, the receiving library has until 1 July 2014 to pay this invoice

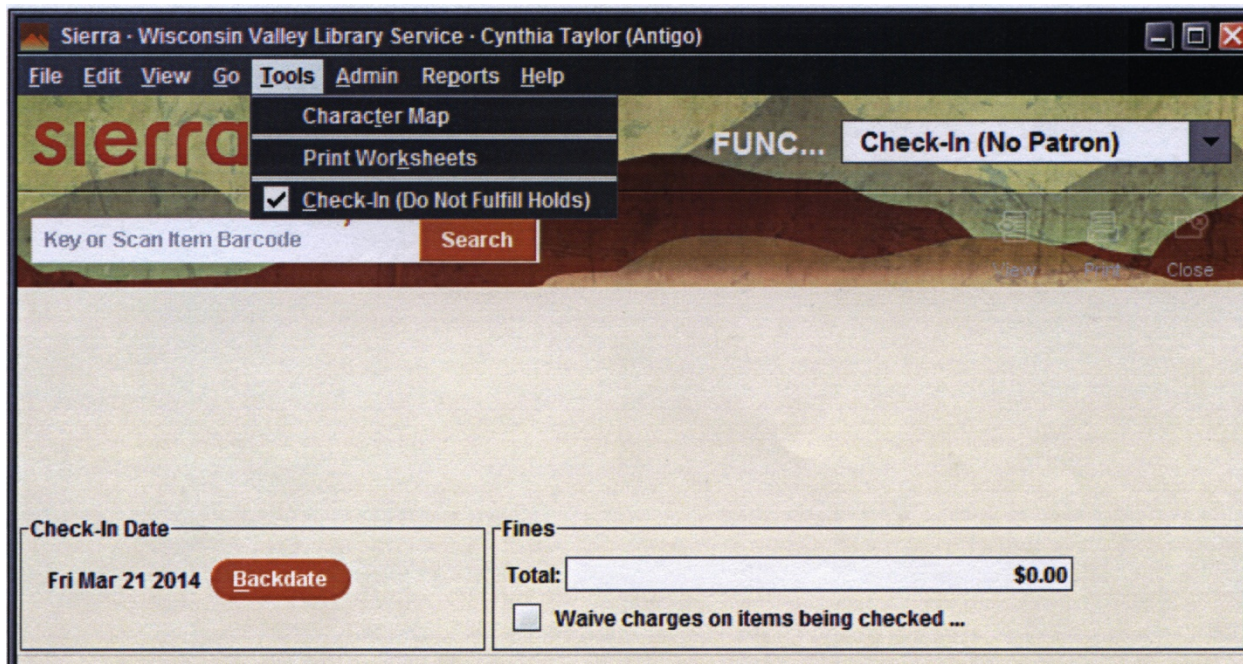
Libraries are encouraged to communicate with one another about their patron's loss or damage of an item, especially if the circumstances are unusual.

Libraries agree that invoices received from another library will be paid within 60 days of the date of the invoice.

Approved 06/05/2014

Appendix to Damaged and Missing Items Guidelines (pgs. 7-13)

NOTE: The **no holds filled** option is frequently referred to above. You can select this option within the **Check-in (No Patron)** function.



Be certain to **uncheck** this option under the Tools menu after checking in a damaged item (you will see that this option is still active by some distinct red lettering near the Sierra logo. It will also become unchecked if you switch the function to another Circulation feature like **Check-out**).

Terminal Numbers for Libraries

Terminal Nos.	Library	Library Code
10	Antigo	a1
30	Elcho Antigo	a2
50	Elton Antigo	a3
70	White Lake Antigo	a4
90	Abbotsford	ab
110	Colby	co
130	Crandon	cr
150	Dorchester	do
170	Gilman	gi
190	Granton	ga
210	Greenwood	ge
230	Laona	la
250	Loyal	lo
270	Medford	me
290	Merrill	mr
310	Minocqua	mi
311	Minocqua Drive Up	mi
312	Minocqua Selfcheck	mi
330	Neillsville	ne
350	Owen	ow
370	Rhineland	rh
371	Rhineland Selfchek	rh
390	Rib Lake	rl
410	Stetsonville	st

430	Thorp	th
450	Three Lakes	tl
470	Tomahawk	to
490	Westboro	we
510	Withee	wi
530	Athens MC	m2
550	Edgar MC	m3
570	Hatley MC	m4
590	Marathon City MC	m5
610	Mosinee MC	m6
630	Rothschild MC	m7
650	Spencer MC	m8
670	Stratford MC	m9
690	Wausau MC	m1
691	Wausau MC Drive Up	m1
710	WVLS Office	wv

Sample of V-Cat Noted Damage Form

V-Cat Noted Damage

To: _____ Library

Title: _____

Barcode: _____ **Has Holds**

Damage noticed at _____ Library

By (initials) _____ On (date) _____ Patron# _____

Case Hub Cover Binding Label Torn Pages

Unreadable Barcode Disc/Tape broken/scratched # _____

Comments _____

Sample of V-Cat Billable Damage Form

V-Cat Billable Damage

To: _____ Library

Title: _____

Barcode: _____

Last Patron # _____

Patron# _____ Due Date: _____

Damage noticed at _____ Library

By (initials) _____ On (date) _____

Patron contacted on (date) _____ Expecting charge/bill

Missing part/Damage (describe completely):

Scan of Waltco Claim Form



CLAIM FORM

Please complete this form in it's entirety to ensure accurate and prompt attention. Please submit one claim form per item or per order number. If there are multiple claims on a single order please specify each individual piece number from the bar codes.

Information:	
Customer #	
Date of Claim	
Date of Shipment	
Order #	

Description	Yes	No
Was the Packaged Lost		
Was the Packaged Damaged		
Item Value @	\$	
Shipping Charges less Ins.	\$	
Total Amount of Claim	\$	

Remarks:

Completed by:	Tele. #:
Signature:	Fax #:
Date:	e-mail:

Submission of this form does not guarantee that any and all claims will be paid in full. Waltco does reserve the right to collect any items that claims are presented against or inspection and assumes ownership of all parts that claims are paid against.

Official Use - Please circle one				
Claim Denied:		Yes	No	
Claim Approved:		Yes	No	
If Denied - Please Explain Why:				
DEPT.		By:		

Invoice for Lost or Damaged Material

Date Of Invoice:	Invoice No.:
Invoice issued to:	
Street Address:	
City, State, Zip Code:	

Description of Item(s):

Directions: for each item, indicate if the item is "billed" (B) or "damaged" (D) by checking the appropriate box.

**For Damaged: use Last Check-in Date //// For Billed: use Overdue Date*

TITLE	B	D	Item Barcode	Date*	Patron Last Name	Patron First Name	Patron Barcode	Cost
Total Owed:								

Comments:

Make check payable to:

Street Address:

City, state, zip code:

Staff member creating invoice:

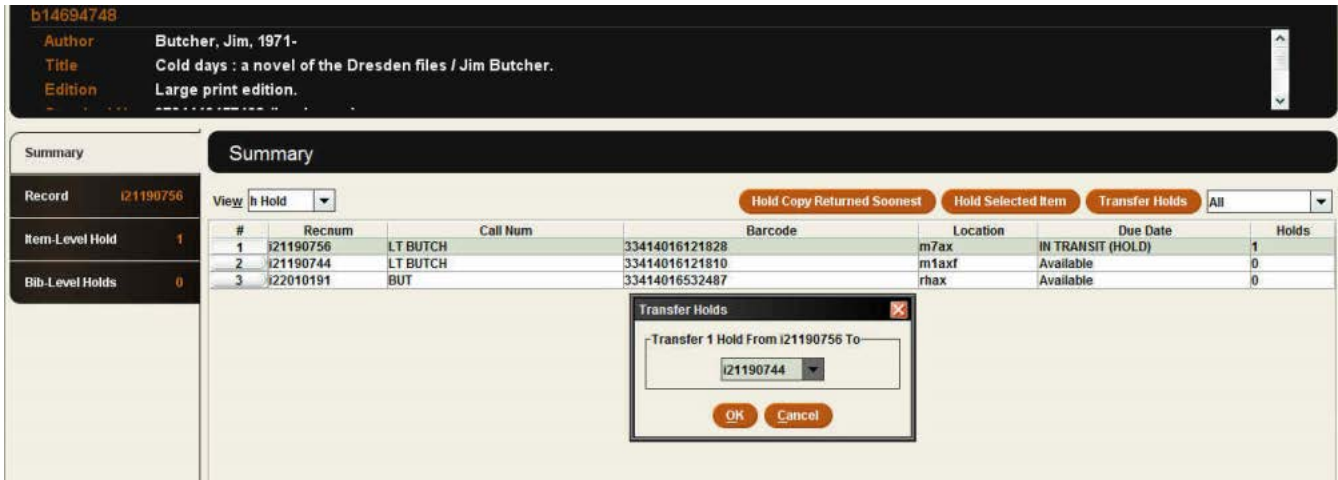
Staff member's email:

Staff Member's phone no.:

Transfer Holds Procedure

If an item arrives damaged in your library in order to fill a hold for your patron, and you elect to send the item back to the owning library because of **noted damage**, you will need to transfer your patron’s hold to a another record for that item.

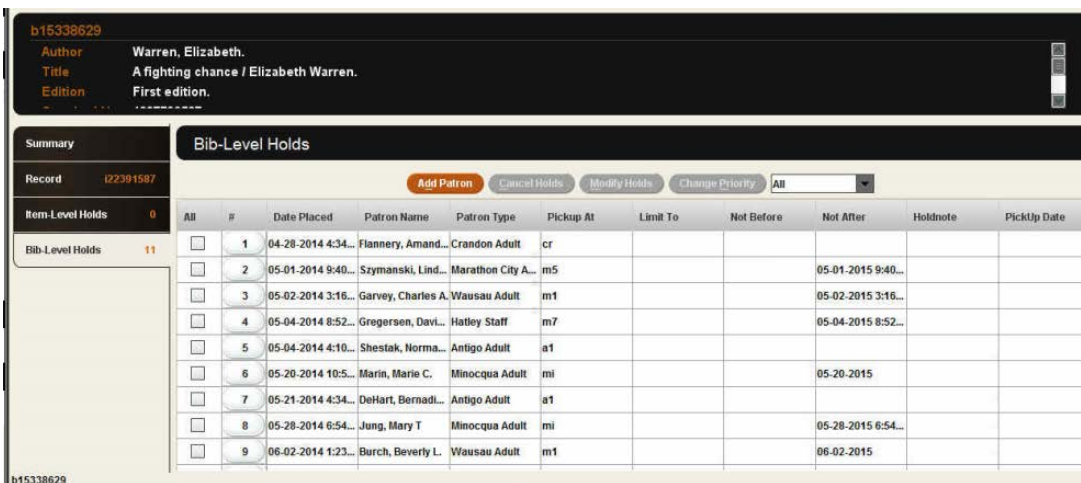
To do so, bring up the item record on the screen to make sure that another location has this item. If it does, click on the orange **Transfer Holds** button, and it will display the item record number for the next item:



Click OK to move the hold to that next item record.

When there is no other item on this record

You may find that the damaged item is the only one attached to a particular bibliographic record. However, there might be another item with the same title in another format which the patron would find acceptable. In that case, you will be cancelling the hold on the record for the damaged item, and placing a new hold for your patron on the alternative item.



Bring up the alternate record where you will place the hold for your patron and click on the orange **Add Patron** button. Enter your patron’s name or barcode number.

The new hold you have placed will be at the bottom of the list of existing holds. In

this instance, you may change the priority, moving your patron to the top of the list of holds.

Placing a check by your patron's hold, click on the orange **Change Priority** button, and this prompt will appear:

The screenshot shows a web interface for managing library holds. At the top, there are buttons for 'Add Patron', 'Cancel Holds', 'Modify Holds', and 'Change Priority'. A dropdown menu is set to 'All'. Below is a table with columns: All, #, Date Placed, Patron Name, Patron Type, Pickup At, Limit To, Not Before, Not After, Holdnote, and Pickup. A dialog box titled 'Change Hold Priority' is open over the table, showing a 'New Priority' dropdown menu with '12' selected and 'OK' and 'Cancel' buttons.

All	#	Date Placed	Patron Name	Patron Type	Pickup At	Limit To	Not Before	Not After	Holdnote	PickUp
<input type="checkbox"/>	4	05-04-2014 8:52...	Gregersen, Davi...	Hatley Staff	m7			05-04-2015 8:52...		
<input type="checkbox"/>	5	05-04-2014 4:10...	Shestak, Norma...	Antigo Adult						
<input type="checkbox"/>	6	05-20-2014 10:5...	Marin, Marie C.	Minocqua Adult				05-20-2015		
<input type="checkbox"/>	7	05-21-2014 4:34...	DeHart, Bernadi...	Antigo Adult						
<input type="checkbox"/>	8	05-28-2014 6:54...	Jung, Mary T	Minocqua Adult				05-28-2015 6:54...		
<input type="checkbox"/>	9	06-02-2014 1:23...	Burch, Beverly L.	Wausau Adult				06-02-2015		
<input type="checkbox"/>	10	06-02-2014 4:30...	Buttner, Charlen...	Wausau Adult	m1			06-02-2015 4:30...		
<input type="checkbox"/>	11	06-03-2014 11:4...	Kurlinski, Mark	Rhineland Adult	rh					
<input checked="" type="checkbox"/>	12	06-04-2014 6:02...	Murphy, Lynn M.	Antigo Adult	a1					

Click on the drop down priority to move this hold to #1.

Note: only in this kind of rare instance is it acceptable to move a patron's hold to a higher priority

