

Damaged and Missing Pieces

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 pieces. 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.**

For the purpose of this document, there are different library or location terms used:

- **Charge location:** library where the item is returned and/or the library to add the manual fee. Charge location is the library that receives the money from Ecommerce.
- **Check in library:** library that checked in the item whether it's the last check in location or another library listed in the item's circulation history.
- **Check out library:** designated in the item record.
- **Owning library:** designated in the item record.
- **Patron home library:** designated in the patron record.
- **Receiving library:** where the item was sent in transit to.

The following guidelines about damaged or missing pieces 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 them.

Incoming item from a patron (returned at the desk or in a book return)

If a piece 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.
2. Search the ILS using the item barcode.
3. Write down both the Patron# and the Last Patron#.
4. Contact the most recent patron and ask them to look for the missing piece. 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 piece is returned. Item may be renewed if within the library's policy. When the piece is returned, the item can be checked in and routed accordingly.
5. If the patron cannot find the missing piece or fails to return it within a reasonable amount of time, fill out a Billable/Noted/Missing Pieces Form, place inside the item with the "To" field visible, and send it back to the owning library still without checking it in. Place a message on the item record: "Returned to (owning library name) with missing piece noted" with date, library, and staff initials ex: (1-1-2018 Antigo AB).
6. The owning library then decides if the piece can be replaced. If yes, notify the checkout library to add the manual charge with an explanation and then check in the item.
 - a. Invoice the checkout library at the same time, or watch the Fines Paid function in Sierra and invoice the library that took payment. The owning library will receive their money within 60 days.
7. If replacement of the entire item is necessary, from the patron record click the "Mark Lost Items" button (item is still checked out to patron), then "Add Bills" button, which will create a bill. Owning library:
 - a. Invoice the checkout library at the same time or use create lists if the item is in the billed status or lost and paid status. Invoice accordingly. The owning library will receive their money within 60 days. The checkout library will receive their payment from the patron through Ecommerce, cash, or check.

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

If the damage is normal wear and tear:

1. Look to see if the damage is already noted inside the back cover or case. If it hasn't been noted, continue on.
2. Search the ILS using the item barcode.
3. If there are no holds on the item:
 - a. Fill out a Billable/Noted/Missing Pieces Form, place inside the item with the "To" field visible, and return it to the owning library by checking it in.
4. If there are holds on the item:
 - a. Check it in with the "no holds filled" option. See instructions for the no holds filled option.
 - b. Fill out a Billable/Noted/Missing Pieces Form, place inside the item with the "To" field visible, and return it to the owning library by checking it in.
5. Do not check it out to anyone. The owning library needs to evaluate it at the point where the damage is noted.
6. 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.
 - a. If the item is being withdrawn and there was a hold and it's the only copy, the owning library needs to contact the patron's home library to alert the patron.

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

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

1. Check the item in using the "no holds filled" option. Change the status to damaged.
2. Notify the patron and place a message in the patron's record that the item was returned damaged and that the owning library may charge either the full replacement cost or a fee for the damage.
3. Fill out a Billable/Noted/Missing Pieces Form, place inside the item with the "To" field visible and put it in the courier.
4. When the owning library receives the item, determine whether to charge for the damage.
 - a. If yes, send an invoice and the item to the checkout library.
 - b. The checkout library will add the manual charge to the patron's record. The checkout library will receive their payment from the patron through Ecommerce, cash, or check.
 - c. The owning library will receive their money within 60 days.
 - d. If no, either withdraw the item or circulate it but add a noted damage message inside the back cover or case. Email the patron's library to let their patron know there'll be no charge. Patron's library will update message in patron record.
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)
 - d. Courtesy communication to the owning library is encouraged
 - e. Owning library: use create lists for lost and paid status and invoice that library.

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 the courier was responsible; libraries are responsible for packaging w/care)

1. The receiving library will take pictures of what the damage is: water, snow, dirt, in the bin or on the item(s) as well as take pictures of the damage to the individual items. Send the pictures to the WVLS courier staff person: courier@wvls.org
2. Determine if you will invoice the courier vendor, circulate as is, or withdraw. If you circulate as is, skip step 3.
3. If the item(s) are yours, you must first deal with the possibility that there is a hold. Search the ILS by the barcode for holds.
 - a. If no holds, check the item in from transit status. Change status accordingly.
 - b. If holds, the status is in transit hold. You must transfer the hold to another copy. Follow the instructions under Transfer Holds Procedure. If you have the only copy, add a message to the patron's record stating there are no other copies available.
4. Continued actions:
 - a. Invoice courier vendor:
 - i. Change status to one of your choosing.
 - ii. Add internal note or message "Item sent to courier vendor for payment. Date/initials.
 - iii. Fill out courier vendor's damage claim form.
 - iv. Send form and item to courier vendor's contact through your courier pick-up.
 - b. Circulate as is, add a noted damage message inside the back cover or case.
 - c. Withdraw: follow your library's steps.
5. If the item(s) aren't yours
 - a. Notify the owning library of the damage to their item(s). Attach the pictures to your email and let them know that you will be returning their item(s) to them to follow up with the courier vendor.
 - b. This item was sent to your library to fill a patron's request.
 - i. Transfer the hold to another copy on the bib record. Follow the instructions under Transfer Holds Procedure.
 - ii. If it's the only copy, add a message to the patron's record noting that there's damage and a possibility that they won't be getting this item. At this point, there are many possibilities for the item and the patron: item could continue to circulate, another bib has copies, or request through ILL.
 1. The owning library will need to let you know if you need to cancel the patron's request.

Incoming Item from the Courier (cont.)

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

1. If the item is yours, check for a Billable/Noted/Missing Pieces Form or noted damage inside the back cover or case.
 - a. If it hasn't been noted, and you feel the damage was caused by a patron, call the last check in location and/or check out location to provide any feedback on the damage. If you've determined the patron damaged the item:
 - i. The owning library will send the invoice and the damaged item back to the checkout library for the patron. The owning library will receive their money within 60 days.
 - ii. The checkout library will add the manual charge to the patron's record. The checkout library will receive their payment from the patron through Ecommerce, cash, or check.

- a. If the owning library is continuing to circulate the item, add a noted damage message inside the back cover or case, or withdraw the item.
2. If the item **isn't** yours, check inside the back cover or case. If it hasn't been noted, continue on.
 - a. Normal wear and tear: attach a Billable/Noted/Missing Pieces Form to the front with removable tape. Fill in the appropriate information and check in to fill the hold.
 - b. Damaged:
 - i. You must transfer the hold to another copy on the bib record. Follow the instructions under Transfer Holds Procedure.
 - ii. If it's the only copy, add a message to the patron's record noting that there's damage and a possibility that they won't be getting this item. At this point, there are many possibilities for the item and the patron: item could continue to circulate, another bib has copies, or request through ILL.
 - iii. Fill out a Billable/Noted/Missing Pieces Form, place inside the item with the "To" field visible and put it in the courier bin.
3. When the owning library receives it, they need to decide whether to repair the damage, note the damage inside the back cover or case and return it to circulation, or withdraw the item.
 - a. If it was the only copy, the owning library will need to let the patron's library know if they need to cancel the patron's request.

Incoming Item from the Courier

If a piece 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 and the item is from another library for one of your patrons:
 - a. Do NOT check it in
 - b. Search the ILS using the item barcode.
 - c. Note the transit message (where the item was last checked in), and note the last patron number.
 - d. Send the item back to the library in the transit message with a Billable/Noted/Missing Pieces Form, place inside the item with the "To" field visible and identify the missing piece.
 - e. Add a message to the ILS item record stating "Sent back to (Library) to retrieve missing piece." with date, library, and staff initials ex: (1-1- 2018 Antigo AB).
3. If the item with the missing piece belongs to your library:
 - a. Check in and change status to Parts Missing
 - b. Contact the last patron in the Patron# field and ask them to look for the missing piece.
 - c. Report the missing piece to the last check in location in case the piece is returned, and if not returned an invoice may be sent to the library.
 - d. When the piece is returned to the owning library, the item can be checked in.
 - e. If it can't be located:
 - i. The owning library will send an invoice to the checkout location. If there are other pieces to the item, send remaining pieces with the invoice. The owning library will receive their money within 60 days.
 - ii. The checkout library will add the manual charge to the patron's record. The checkout library will receive their money from the patron through Ecommerce, cash, or check.