

Damaged Items

When an item is returned damaged and deemed “unable to circulate” the staff member to check in the item will mark the item as damaged.

1. Open the item record (regardless of assigned branch) by clicking on the checked in item.
2. Open the item record and select BLOCKS AND NOTES.
3. Change the LIBRARY ASSIGNED BLOCK to DAMAGED.
4. In PHYSICAL CONDITION add description of the damage as well as staff information [initials @ library code].
5. Click SAVE.

Library Assigned Block

(None)

(None)
Check Contents
See Note
Damaged

Physical Condition

water damage on page 53-70
[Prof.S - ALAP]

The same staff member will then charge the patron, if applicable.

1. Open the last patron’s record (regardless of assigned branch). This can be done by clicking the patron’s name on the check in screen or by viewing the circulation history of the item.

BARCODE	DUE DATE	STATUS	COMMENT	TITLE	MATERIAL TYPE	SHELF LOCATION	PATRON NAME
31000038364330	3/21/2019	Checked Out -> In-Transit	To Carstairs Public Library (acars)	We all sleep	Book		Albus Dumbledore

2. Open the patron’s ACCOUNT tab and select ADD CHARGE.
3. Add the replacement cost (or refer to the default replacement cost document [Q:\Collections\Collection Development\Evaluating your collection](#)).
4. Select DAMAGED ITEM as the fee reason.
5. Scan/type in the damaged item’s barcode.
6. Add note [damage description - initials @ library code].
7. Click ADD CHARGE.

ALBUS DUMBLEDORE ⓘ

HP1111
CAMROSE PUBLIC LIBRARY

Check Out (0) Out (3) / Overdue (1) **Account (\$0.00)** Claims (1) / Lost (0)

Pay Waive Charge Add Charge Create Credit Refund

Amount: 5,00

Fee Reason: Damaged Item

Item Barcode: 31000044218009

Notes: water damage 1/11/19 [Prof. S ALAP]

FIND TOOL

If either item and/or patron are not from your library complete the [damaged item form](#) located on the support site <http://support.prl.ab.ca>. Then, if necessary, send the item to the patron's library via van or courier. Label item as damaged.

If the patron takes responsibility the fee can be paid right away or can remain as a charge on the patron's account. If the patron denies responsibility, library staff can waive the charge. If you have taken money for the damaged item, send payment with a copy of the damaged item form notification, to the owning library.

NOTE: If you decide to weed the item from your collection without charging a replacement cost, email the patron's library to confirm no charges will be levied and remove the charge from the patron's account.

Only the library owning the damaged item can change the circulation status of that item to Withdrawn so it can be deleted from the catalogue.