

Complete Damaged Items Procedures

Note: These instructions apply to in-system Polaris LEAP items only. For interlibrary loan items, please contact our ILL staff at ill@prl.ab.ca.

Steps in Polaris when receiving an item that is damaged

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

1. Open the item record (*regardless of the assigned branch*) by clicking on the checked-in item.
2. Select BLOCKS AND NOTES.
3. Change the LIBRARY ASSIGNED BLOCK to DAMAGED.
4. In PHYSICAL CONDITION add a description of the damage as well as staff information [staff 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 - <u>ALAP</u>]

If either the item and/or patron are not from your library complete the [damaged item form](#) located on the support site <http://support.prl.ab.ca> OR call the library that the item/patron belongs to discuss how they’d like to proceed. Then, if necessary, send the item to the patron’s library via van or courier. Label the item as damaged.

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

1. Open the last patron’s record (*regardless of the assigned branch*) by clicking the patron’s name on the check-in screen.

<input type="checkbox"/>	BARCODE	DUE DATE	STATUS	COMMENT	TITLE	MATERIAL TYPE	SHELF LOCATION	PATRON NAME
<input type="checkbox"/>	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 item's replacement cost (or reference the *default prices by collection* 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 – staff initials @ library code].
7. Click ADD CHARGE.

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

Responsibilities of the library that owns the item

1. As the owning library, you have the discretion of whether to collect replacement fees for a damaged item. Your decision will be based on a number of factors, including the age of the item, number of circulations, extent of damage versus normal wear and tear, etc.
2. The owning library will check in the damaged item, and the BLOCK (damaged block) will appear prompting the owning library to check the condition of the item. If necessary, the owning library will change the item's record circulation status to WITHDRAWN.
 - a. Check the box of the item and click ACTION and click MANAGE ITEM RECORD. Click the box for CIRCULATION STATUS and change the status to WITHDRAWN.

NOTE: If you check in the item again the circulation status will return to available.

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

Responsibilities of the borrower's home library

As the borrower's library, you have a duty to contact your borrower within 2 weeks of discovering damage to an item last signed out to that patron and to find out if they will accept responsibility for the damage.

If your patron admits responsibility, you can **collect payment immediately**. In the ACCOUNT tab of the patron's records check the box of the damage charge and click PAY. Collect the replacement fee and give the damaged item to the borrower if they wish to keep it. Send payment with a copy of the damaged item form notification, to the owning library.

If your patron does not accept responsibility for the damage, remove the damaged item block from the patron record, inform the owning library that the borrower is not accepting responsibility, and return the item to the owning library.

Note: At a meeting of Library Managers in October 2008 it was decided that the owning library will absorb the cost of damaged items when the borrower does not accept responsibility for the damage.

When the item is damaged at your library

If another library's item is damaged in your possession (book drop issues, spillage at the circulation desk, etc.):

1. Complete the damaged item form OR call the library that the item belongs to discuss how they'd like to proceed.
2. Send the item back to the owning library and sort out replacement fees (if applicable).

Transferring funds for replacement costs

Options to transfer funds from your patron or library to the owning library:

1. Have the patron write a cheque for the amount to the owning library and send by van run in a blue bag.
2. If you collect fees by debit, credit or cash, deposit funds to your library account and issue a cheque for the amount collected to the owning library. ***Libraries should not send cash via the PRLS van run.***

Other steps that may need to be taken

An item is received at your library in damaged condition to fill a request made by one of your patrons. It is not your item and the last borrower on record is not your patron.

- a. Check-in the item.
- b. A FILLS A HOLD window will appear, click NO.

Fill hold request

The unofficial Harry Potter cookbook : from cauldron cakes to knickerbocker glory - more than 150 magical recipes for wizards and non-wizards alike
Barcode: 31000041931604

satisfies a hold request for:
Dumbledore, Albus
Barcode: 21000007618734

Do you want to hold the item?
(Click Cancel to stop the check-in/check-out process.)

YES NO CANCEL

- c. A REACTIVATE HOLD notice will appear, click YES. This ensures the patron is placed at the top of the holds queue.

Reactivate hold

Do you want to reactivate the hold request for this patron?

Name: Dumbledore, Albus
Barcode: 21000007618734

YES NO

- d. An ITEM IS IN-TRANSIT window will appear stating the owning library, click YES.

- e. Click item to open ITEM RECORD.
- f. In the BLOCKS AND NOTES tab change LIBRARY ASSIGNED BLOCK to damaged and note the damage in the PHYSICAL CONDITION field of the item record [Item received in damaged condition – staff initials @ library code].
- g. Complete the [damaged item form](#) OR call the library that the item belongs to discuss how they'd like to proceed. Then send the item to the owning library via van or courier. Label the item as damaged.
- h. Click SAVE.

Library Assigned Block

(None)

(None)

Check Contents

See Note

Damaged

Physical Condition

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