

## Notification and Billing Policy for Transited RSA Member Library Items

1. All notifications to the patron for transited items come from the checkout library.
2. The checkout library will be responsible for notifying the patron concerning overdue, damaged, and lost items. WorkFlows generated notices come from the checkout library.

3. Damaged Items:

**DO NOT REPAIR ANOTHER LIBRARY'S ITEMS.**

- a. Damaged Items coming to library to fill hold: For the purpose of this policy, severe damage is defined as substantial and immediately apparent physical damage to an item or a case or missing components.
  - i. Any time an item is received with damage, create a CIRCNOTE in the item record in Workflows and attach a post-it note to the item including the following information:
    1. Item was received damaged
    2. Description of damage
    3. Date
    4. Staff member initials
    5. Library name
  - ii. If the damage is severe, do not check out to the patron. Return the item to the item-owning library through delivery.
    1. Check out the item to the item-owning library's RSA created D1500 user account.
    2. Override any popup boxes to allow checkout to the D1500. Do not remove any holds. This will allow WorkFlows to route another copy of the item to your patron for the hold.
  - iii. If the item is in circulating condition, check out to the patron with instructions not to remove the post-it note.
- b. Item damaged by patron
  - i. Call the item-owning library to discuss the damage and determine the next step. (If the library where the item was returned is not the checkout or the owning library, that library will contact the item-owning library). If a patron wishes to resolve the issue immediately, and the damage is unambiguous, the library where the item was returned may elect to apply the bill without consulting the owning library. Bear in mind that it may be to the patron's benefit to contact the owning library.

- ii. If patron is to be billed, the checkout library (or the library where the item was returned if it was not the checkout library) will create the bill on the patron's account.
        - iii. The item-owning library has final determination regarding damage.
      - c. Transited item received damaged at owning-library
        - i. Call the checkout library to discuss the damage and determine the next step.
        - ii. If patron is to be billed, the checkout library will create the bill on the patron's account.
        - iii. The item-owning library has final determination regarding damage.
        - iv. If patron is billed for the full replacement cost of the item, send the damaged item back to the checkout library for review or to keep once bill is paid in full.
4. If the item is lost or damaged and the patron pays for the item (including processing and/or referral fees generated by WorkFlows) follow payment directions below:
  - a. Check or Money Order: Made out to item-owning library. Include documentation with the payment stating the amount is for a lost or damaged item (including processing and/or referral fees generated by WorkFlows) and the patron's name and library account number. Send payment **through the mail, not through delivery**. Pay the bill in Workflows but **do not discharge the item**. When the item-owning library receives the check, it is their responsibility to discharge the item. If the check does not clear then the item-owning library will notify the patron's library to block the user's account.
  - b. Propay: When a patron pays online through Propay the lost or damaged fees (including processing and/or referral fees generated by WorkFlows) payment will be disbursed to the item-owning library during the disbursements from RSA twice a year (in July and January).
  - c. Other Payment Types (ePay, Self-Check, Cash): When a patron pays with one of these payment types the receiving library will be responsible for reimbursing the item owning library and including a note stating the amount, item title, barcode number, the patron's name and library account number. Pay the bill in Workflows but **do not discharge the item**. When the item-owning library receives the check from the payment library, it is their responsibility to discharge the item and remove the note from the patron's account.
  - d. Replacement Item: Replacement items can **only be accepted after contacting the item-owning library** to verify that they will accept a replacement as well as any requirements for the replacement item. If the item-owning library approves the replacement item then the replacement item may be sent through delivery. Put a note on the patron's account that the item has been replaced (or select replacement as the payment type when paying the bill). Pay the bill in Workflows

but **do not discharge the item**. When the item-owning library receives the replacement, they will discharge the original item and remove the note from the patron's account. Once the item has been paid for the patron may check out items.

5. If the patron contacts the checkout library after receiving a bill, it is important for the checkout library to tell the patron that the item belongs to another library ("Item-Owning Library"). Inform the patron the bill will remain on their account until the payment is made.
6. If the item is lost or damaged and the bill is never paid by the patron, the item-owning library will absorb the item's cost.
7. Once a lost transited RSA member library item has been paid, no refunds will be issued.
8. The item-owning library shall contact the checkout library before removing a lost or damaged item from a patron's account.

**COMMUNICATION WITH OTHER LIBRARIES IS OF THE UTMOST IMPORTANCE.**

Approved by the RSA NFP Users Group 22 November 2019