

Receipt of Damaged Material Policy

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.

DO NOT REPAIR ANOTHER LIBRARY'S ITEMS.

1. 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:
 - a. Item was received damaged
 - b. Description of damage
 - c. Date
 - d. Staff member initials
 - e. Library name
2. If the damage is severe, do not check out to the patron. Return the item to the item-owning library through delivery.
 - a. Check out the item to the item-owning library's RSA created D1500 user account.
 - b. 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.
3. If the item is in circulating condition, check out to the patron with instructions not to remove the post-it note.

Item damaged by patron

1. 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.
2. 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.
3. The item-owning library has final determination regarding damage.

Transited item received damaged at item-owning library

1. Call the checkout library to discuss the damage and determine the next step.
2. If patron is to be billed, the checkout library will create the bill on the patron's account.
3. The item-owning library has final determination regarding damage.
4. 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.

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.

Approved by the RSA NFP Users Group 7 November 2019