X XXXX 2025

Subject: Damaged Materials Policy

This policy replaces both the Receipt of Damaged Materials Policy, last updated on 7 November 2019, and the Notification and Billing Policy for Transited RSA Member Library Items, last updated 22 November 2019.

Communication between libraries is key. Please make sure to speak to the item owning library before any steps are taken.

DO NOT REPAIR ANOTHER LIBRARY'S ITEMS.

The checkout library will be responsible for notifying the patron concerning overdue, damaged, and lost items. All bills come from the checkout library and use the checkout library's billing guidelines.
If the checkout library receives payment for the lost or damaged item, that payment must be sent to the item owning library.

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.

For this policy, severe damage is defined as substantial and immediately apparent physical damage to an item or a case or missing components.

If the damaged item may pose a health risk or biohazard, please note the Item ID and owning library, contact the item owning library, then dispose of the item according to the item owning library's wishes.

Please see the Damaged Materials Procedure for a step-by-step guide on how to deal with materials that do not belong to your library and are received damaged in delivery or returned by a patron.

Approved by the RSA Board of Directors XXXXXX
Receipt of Damaged Materials Policy 7 November 2019
Notification and Billing Policy for Transited RSA Member Library Items 22 November 2019

XX XXX 2025

Subject: Damaged Materials Procedure

Communication between libraries is key. Please make sure to speak to the item owning library before any steps are taken. **Do not attempt to repair another library's items.**

The checkout library is responsible for communicating with the patron, including billing for damaged materials.

The item owning library makes the final decision on whether or not to bill.

For this procedure, severe damage is defined as substantial and immediately apparent physical damage to an item or a case or missing components.

This procedure only covers steps for how to deal with items that the receiving library <u>does not own</u>. Please see your library's internal procedures for how to process your library's damaged items.

IF	THEN (ACTIONS NEEDED)

A library receives a damaged item they do not own from another library via transit	1. Do not check out item. Do not remove hold. This will allow Workflows to route another copy to fulfill the hold.
	2. Check out the item to the item owning library's RSA-created D1500 user account. Override any popup boxes to allow checkout to the D1500 account.
	3. Create a CIRCNOTE (see appendix) in the item record in Workflows:
	   a. Type of damage noted
	   b. Item checked out to D1500 number
	   c. Date
	   d. Staff member name/initials
	   e. Library name
	4. Return the item to the item owning library with a short physical note explaining why (UNLESS the item may pose a health risk or is a biohazard)

The checkout library receives a damaged item they do not own from a patron	1. Explain to the patron they may be responsible for a damaged item fee 2. The checkout library contacts the item owning library to explain the situation. a. The item owning library determines the amount the patron owes

	b. The checkout library creates the bill in Workflows. Patrons with email addresses attached to their account will receive notice of the bill via email. c. The checkout library is responsible for contacting patrons without email addresses attached to their account about added bills.
A checkout library finds a damaged item they do not own in their book return	1. The checkout library contacts the item owning library to explain the situation. 2. The item owning library determines the amount the patron should be billed. 3. The checkout library creates the bill in Workflows. Patrons with email addresses attached to their account will receive notice of the bill via email. 4. If payment is received at the checkout library, it is sent to the item owning library.

A library that is neither the checkout library nor the item owning library receives a damaged item	1. The library will contact the item owning library to alert them to the problem and return the item to the item owning library.
	 2. Check out the item to the item owning library's RSA-created D1500 user account. Override any popup boxes to allow checkout to the D1500 account.
	 3. Create a CIRCNOTE (see appendix) in the item record in Workflows:
	     a. Type of damage noted
	     b. Item checked out to D1500 number
	     c. Date
	     d. Staff member name/initials
	     e. Library name
	 4. Return the item to the item owning library with a short physical note explaining why (UNLESS the item may pose a health risk or is a biohazard)

A library receives an item they do not own that may pose a health risk or is a biohazard	1. The library should contact the item owning library and explain the situation, providing the item ID. 2. The library should dispose of the item according to the item owning library's wishes. 3. The checkout library should bill the patron according to the item owning library's wishes. 4. Libraries should not transit items that may pose a health risk.
A library receives a damaged item they do not own from another library via transit that has minor damage	1. The checkout library assesses whether the material can still be checked out. a. If yes, the checkout library includes a note in the item with the damage noted, the date, the staff

	member's name or initials, and the checkout library. b. If no, the checkout library should contact the owning library to discuss the situation.
A library receives a damaged item they do not own from a patron <u>that has minor damage</u>	1. The checkout library advises the patron the owning library will need to determine if/how much the damage fee will be. If the owning library determines a fee is needed, the checkout library will bill the patron. 2. The checkout library contacts the owning library to get direction about whether or not to bill the patron.

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.

The item owning library shall contact the checkout library before removing a lost or damaged item from a patron's account for record cleanup/deletion.

Appendix

How to add a CIRCNOTE to a damaged item:
Once the item is checked out to the D1500 account, go to Display User and open the user.
Go to the CheckOut tab, find the item and right click on Edit Item Note.

CIRCNOTE	⌄	2/18/2025 ITEM WAS RETURNED DAMAGED BEYOND REPAIR. BILLED SARA N/WASH MAIN
PUBLIC	⌄	
STAFF	⌄	

Save   Cancel

Helpful Links:
Damaged Material Policy
How to create a bill
Patron Retention Policy
How to find a D1500 number