



Resource Sharing Alliance  
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## **Damaged Materials Policy**

**Last updated: April 4, 2025**

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.

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 April 4, 2025

Receipt of Damaged Materials Policy November 7, 2019

Notification and Billing Policy for Transited RSA Member Library Items November 22, 2019