



Lost Materials from Other Member Libraries Procedure

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1. Communication with other libraries is of the utmost importance. All notifications to the patron for transited items come from the checkout library. The checkout library will be responsible for notifying the patron concerning overdue, damaged and lost items. WorkFlows-generated notices come from the checkout library.
2. If the item is lost/damaged and the patron pays for the item (including any processing and/or referral fees generated by Workflows), payment needs to be sent to the item-owning library. Below are the ways a patron may pay and how the payment receiving library should handle the funds:
 - a. Propay: When a patron pays online through *RSACat (Propay)* the lost or damaged fees payment will be disbursed to the item-owning library during the disbursements from RSA twice a year (in January and July). No further steps required.
 - b. Check, Money Order, e-Pay, Self-Check, Cash or Card: 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 card 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 payment, it is their responsibility to discharge the item. If a payment does not clear, then the item-owning library will notify the patron's library to block the user's account.
 - c. 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 it may be sent through delivery. Put a note on the patron's account that the item has been replaced or pay the bill using Replacement but do not discharge the item.
3. Once an item goes to lost status, it is removed from a user's active checkouts and a bill is placed on their account. Once they pay the bill, it is not an active checkout or

a bill, but the item still exists in WorkFlows. The lost and paid for item needs to be discarded from WorkFlows.

Please see the Lost Materials from Other Member Libraries Policy for additional information.