Lost, Damaged & Missing
DECISION TREE

What happened?

We can't find an item on the shelf where it is supposed to be.

Does the item belong to another library?

Yes

Never mark another library's item as Missing. That's just for items missing from **your** shelf!

If you ever find another library's item on your shelf, discharge it and return it using ILL.

No

Mark item as Missing in WorkFlows.

When an item can not be located on the shelf or in the location WorkFlows thinks it should be, a library can mark it Missing. This status will keep holds from being placed on that item.

Item is damaged but might be repairable.

Does the item belong to another library?

Yes

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 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.

No

Follow your own library's procedures for lost or damaged items. *Hint: Typically you check the item out to your library's repair account for repairs OR if the item's gone or irreparably damaged, mark it as Lost in WorkFlows.*

Patron lost item or Item is so damaged it cannot be circulated again.

Does the item belong to another library?

Yes

Mark item **LOST** in WorkFlows. Speak to the other library before making any decisions.

Did the patron pay for the item yet?

No

The checkout library is responsible for notifying the patron about overdue, damaged, and lost items. All bills come from the checkout library and use the checkout library's billing guidelines.

If the item is lost or damaged and the bill is never paid by the patron, the item-owning library absorbs the item's cost.

Yes

If your library recieves payment for another library's lost or damaged item, that payment must be sent to the item-owning library.

For full information, visit the Circulation Handbook on the RSA Support Site: support.librariesofrsa.org/project/lost-missing-damaged