DAMAGED and/or LOST ITEMS

<u>YOUR DAMAGED ITEM</u>:
If the damaged item belongs to your library, refer the item to your supervisor.

<u>ANOTHER LIBRARY'S DAMAGED ITEM</u>:
Check the item in.
Write a note describing the damage. Include patron information. Date and sign it.
Place the item and note in an envelope.
Label the envelope for the courier.

<u>CIRCULATING DAMAGED ITEMS</u>:
If you discover that your requested item is damaged, contact the owning agency for instructions before you check it out to a patron.

<u>LOST or MISSING ITEMS</u>:

1. **Item belonging to another agency**: If you check in an item belonging to another agency and get a pop-up saying a lost or missing item has been found. The owning agency's item is no longer missing or lost, but they need to handle any fines/fees still on the patron's record.

   Return the item **in a routing envelope** with a note 1) containing patron info, 2) saying the item's status was "lost/missing, now found," and 3) alerting the owning agency to deal with any fines/fees on the patron's record. **DO NOT remove fines/fees from items belonging to another agency.**

2. **Item belonging to your agency**: Check the item in. Refer the status to your supervisor or follow your agency's procedure for changing the item status in the database.

3. **Receiving payment for a lost item**: Post the payment to the patron's record immediately. Check in the item. You may route the money by courier. Handle it according to your agency's procedure for money collected for other agencies.

IMPORTANT:
- Checking in a lost item triggers a pop-up telling you *"The item was lost, now found. Any lost item fees for this item will remain on the patron's account."*

- If you elect to remove the fine from the patron's record, you must do it manually. Check with your supervisor for your agency's procedure on forgiving lost item charges and/or changing item status.