

Lost Items

Payment between libraries for lost items isn't refunded if the item is returned after payment is made. Libraries are urged to not bill each other until an item has been lost for six months.

All LOST instructions apply to items owned by both the borrowing patron's home library and other Missouri Evergreen libraries.

Items attain LOST status in one of two ways:

Patron reports that an item has been lost ---

- > Open the patron's Items Out screen
- > Highlight the lost item in the list
- > From Actions, select Mark Lost (by Patron)
- > The ILS will create a circulation bill that will include the price of the item and any other charges that the owning library adds on (for example, processing fees).

Item reaches the overdue threshold set by the patron's home library ---

- > The ILS will create a circulation bill that will include the price of the item and any other charges that the owning library adds on (for example, processing fees).

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Damaged Items

Patron damages an item that belongs to his home library ---

- > Check in the item
- > On the Checkin screen, highlight the item and select Mark Item Damaged from the Actions menu
- > Complete the fields in the resulting screen
 - Don't change the Fee amount that is shown automatically
 - From the Type dropdown menu select Total Damage
 - In the Notes field, explain the damage and add your initials, branch, and the date
 - Click Submit
- > Add a detailed Alert to the patron's account explaining the damage and where the item is being held
- > Complete the Damaged Item form, wrap it around the item, and put it on the Damaged Item shelf
- > Send the Damaged Item letter to the patron
- > Hold the item for three months - the patron may keep the item after it is paid for - if not paid for, delete it from the catalog and recycle or discard it.

Patron from another library damages our library's item ---

- > Check in the item
- > On the Checkin screen, highlight the item and select Mark Item Damaged from the Actions menu
- > Complete the fields in the resulting screen
 - Don't change the Fee amount that is shown automatically
 - From the Type dropdown menu select Total Damage
 - In the Notes field, explain the damage and add your initials, branch, and the date
 - Click Submit
- > Contact the patron's home library to explain the bill
- > Offer to send the item to the patron's home library
- > Delete it from the catalog
- > Complete the *Patron From Another Library Damaged Our Item* form and send it to the Business Office

Our patron damages an item belonging to a different library ---

- > Contact the owning library - explain the damage - ask them to mark it damaged - ask if we may keep the item so that our patron can see it and keep it after paying for it
- > Add a detailed Alert to the patron's account explaining the damage and where the item is being held
- > Complete the *Our Patron Damaged an Item Belonging to a Different Library* form, wrap it around the item, and put the item on the Damaged Item shelf
- > Send the Damaged Item letter to the patron
- > Hold the item for three months - the patron may keep the item after it is paid for - recycle or discard it after the three months have elapsed.

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