

Accounting for Lost or Damaged Items

**Payments made between libraries for lost items are non-refundable. If an item is returned after payment has been remitted, no reimbursement will be issued. Invoices for lost materials may be issued when an item has been in Lost status for a minimum of six (6) months and not more than (18) months. Items that have been designated Lost and Paid or Damaged may be invoiced immediately.*

Lost Items

All LOST instructions apply to items owned by both the borrowers home library and other Missouri Evergreen Consortium libraries.

Items attain LOST status in two ways:

1. The 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 added by the owning library, e.g., processing fees.
2. The patron reports that an item has been lost
 - Open the patron's Items Out screen
 - Highlight the lost item
 - 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 added by the owning library, e.g., processing fees.

Damaged Items

Your patron damages one of your items

- Check in the item
- Highlight the item and select Mark Item Damaged from the Actions menu
- Complete the fields in the resulting screen
 - In the Notes field, provide a clear explanation of the damage
- Complete any internal forms your library requires for documenting damage
- Notify your patron about the damaged item
- Hold the item for the timeframe determined by your library

Your patron damages an item belonging to another MEC library

- Contact the owning library to let them know your patron damaged one of their items
- Have the owning library mark the item damaged
- Ask if your patron may keep the item
- Ask for an invoice to be sent to your library
- Complete any internal forms your library requires for documenting damage
- Notify your patron about the damage
- Hold the item for the timeframe determined by your library

A patron from another library damages your library's item

- If one of your library's items is returned damaged to another MEC library, the borrowing library should contact the owning library to have them mark their item damaged
- Check in the item
- Highlight the item and select Mark Item Damaged from the Actions menu
- Complete the fields in the resulting screen
 - In the Notes field, provide a clear explanation of the damage
- Complete any internal forms your library requires for documenting damage
- Ask where/how to send the invoice
- Inform the other Evergreen library if the patron can keep the item