

I-Share Best Practices: Damaged Items

Millions of items are charged and discharged across our Circulation desks as well as sent all over the state and beyond. It's inevitable that items will end up damaged from use. Some items will be slightly damaged and can still be loaned. In order to keep track of the condition of our items the following practices are recommended.

**Included at the end of this document you will find a page that contains a handy checklist that you can copy and use to create your own streamer/insert/Post-It note, etc. for notating the condition of items. **

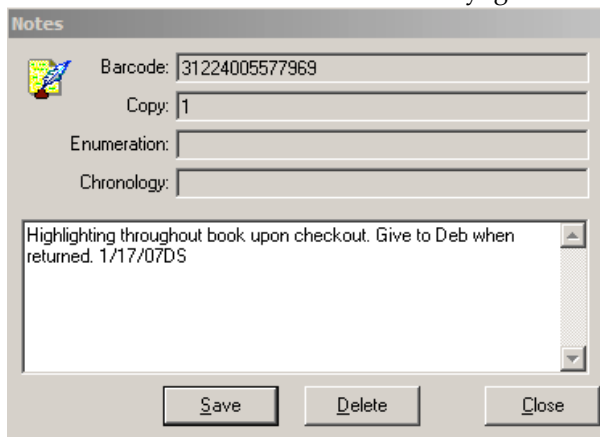
Local Procedures

Charging Out

1. Check items before lending or sending – when possible glance through items to see if there is any highlighting, underlining or writing. Examine non-book items (i.e., media, microfilm, etc.) for damage, including any protective cases. Damage to a non-book item can cause the item to be unusable.
2. Check to be sure any accompanying items are included (e.g., cds, maps etc.) and double-check these items for damage as well. If the book is damaged or missing an accompanying piece and it is still acceptable to charge out:
 - a. Set up a routine for your staff to notify the supervisor or other authorized staff member of the condition of the item.
 - b. Allow staff to charge out the item to the patron if the item is slightly damaged. Your home policy determines what is considered acceptable to loan. Ex.: highlighting, underlining, a torn page. At this point, some libraries insert a streamer or note to accompany the book, as a reminder for staff when the book is eventually returned.
 - c. Have staff mark down the barcode number of the item so the supervisor can go into the item record and add a note regarding the condition of the charged out item.

Adding an Item Note

1. From the Item Record screen in Voyager click on the Notes icon  and enter a note regarding the item.



Notes

Barcode: 31224005577969

Copy: 1

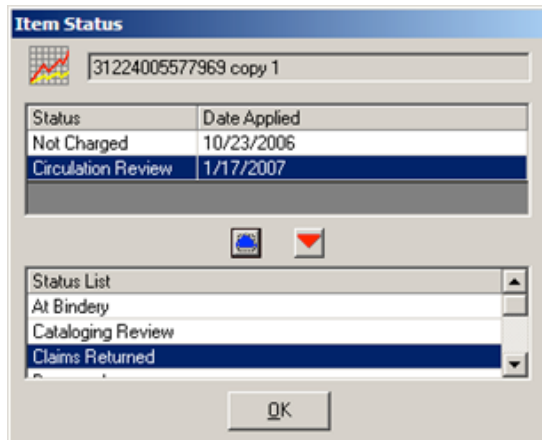
Enumeration:

Chronology:

Highlighting throughout book upon checkout. Give to Deb when returned. 1/17/07DS

Save Delete Close

2. If you want the item to come back to a supervisor or other staff person tag the status Circulation Review to prompt the action.



Item Status

31224005577969 copy 1

Status	Date Applied
Not Charged	10/23/2006
Circulation Review	1/17/2007

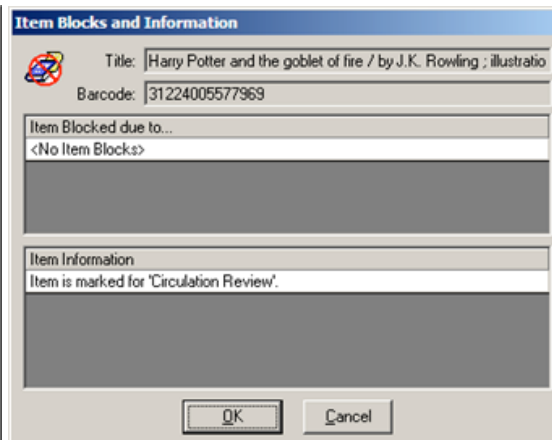
Status List

At Bindery

Cataloging Review

Claims Returned

OK



Item Blocks and Information

Title: Harry Potter and the goblet of fire / by J.K. Rowling ; illustratio

Barcode: 31224005577969

Item Blocked due to...

<No Item Blocks>

Item Information

Item is marked for 'Circulation Review'.

OK Cancel

Discharging

Before Discharging:

1. Glance through the book to see if there is any highlighting or other damage that was not present when the book was charged out. Examine non-book items and any protective cases for damage.
2. Check to make sure all accompanying items are returned with the book and are undamaged.
3. If there is damage to the book that wasn't present upon checkout, or accompanying items are missing or damaged, click on the patron icon from the item record screen to find out who had the item charged out.

Item Record

Title: Harry Potter and the goblet of fire / by J.K. Rowling ; illustrations by Mary GrandPré.

Location	Item Type	Item Status	Enum
CMC Juvenile	bk:1- Book 16-4W	Charged	

Bib Brief | Holdings | Item/Holdings

Author: Rowling, J. K.
Edition: 1st American ed.
Publisher: Arthur A. Levine Books, Inc.
Pub. No.:
ISSN:
ISBN: 0439139597
Owning Library: NEIdb

Charged To

Patron: Reserve RESERVE
Patron Barcode: 000290009
Address: LIBRARY
Address Type: Permanent
Proxy Patron:
Charge Date: 1/17/2007 02:20 PM
Due Date: 5/9/2007 10:00 PM
Recalled:
Renewal Date:
Renewal Due Date:

OK

4. Follow your home policy for collecting for replacement items or charging for repair.

After Discharging

1. If you notice that an item is damaged or missing an accompanying piece/ accompanying piece is damaged after you discharge the item AND your discharge screen is still up, highlight the item on the discharge list and click on the patron icon. Alternatively you can click on the Discharge option on the Voyager Task bar and choose Go to Borrower to see whom the borrower was.

Discharge

Library: <Auto-Select from barcode>
Item Barcode: ...

Title	Item Barcode	Due Date	FYI	Fines
Paraguay : a country study.	31224002361797	5/11/2007 05:00 PM	Discharged	
African historical archaeologies / edited by Andrew M. Reid and Paul J. Lane.	31224005640627	5/11/2007 05:00 PM	Discharged	
Testament of love / Thomas Usk ; edited by R. Allen Shoaf.	31224004654611	5/11/2007 05:00 PM	Discharged	
Designing and implementing an integrated curriculum : a student-centered approach / Edward T. Clark.	31224004624637	5/11/2007 05:00 PM	Discharged	
Geographies of resistance / edited by Steve Pile and Michael Keith.	31224003			

Patron ID 4

Last: RESERVE
First: Reserve
Middle:
Title:
Name Type: Personal
Entered At:

Barcode	Patron Group	Status/Date	Operator Id
000290009	FACULTY	Active - 5/8/2002	CONVERSION

2. Follow your home policy for collecting for replacement items or charging for repair.

UB Procedures

Before Items Go Out [Lending]

1. Check items before sending – glance through items to see if there is any highlighting, underlining or writing. Examine non-book items (e.g., media, microfilm, etc.) for damage, including any protective cases. Damage to a non-book item can cause the item to be unusable.
2. Check to be sure any accompanying items are included (e.g.: cds, maps etc.) and double-check these items for damage as well. If the item is damaged or missing an accompanying piece/ accompanying piece is damaged and it is still acceptable to send:
 - a. Place a note with the item stating what is damaged or missing so the Borrowing Library is aware. This is also a good practice when intentionally sending a book with out the accompanying piece (for whatever reason).
 - b. Place a note in the item record of the item stating what is damaged or missing so you, the Home Library, are reminded when the book is returned what condition it was in when it was sent.

Notes

Barcode: 31224005577969

Copy: 1

Enumeration:

Chronology:

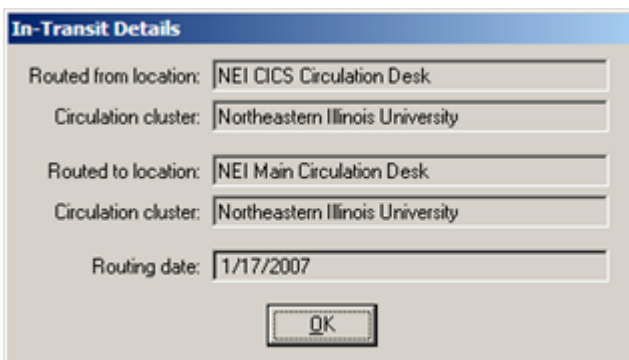
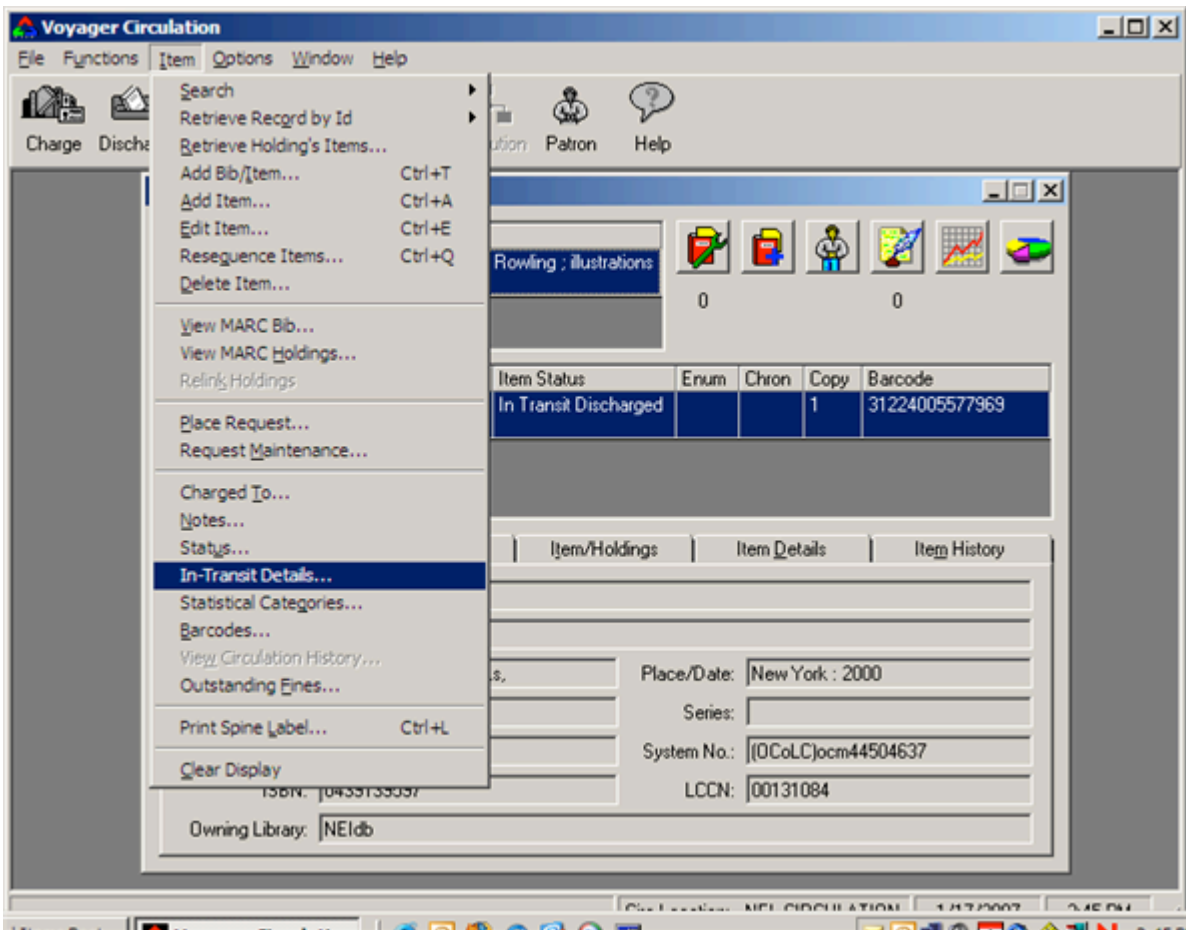
Highlighting throughout book upon checkout. Give to Deb when returned. 1/17/07DS

Save Delete Close

When Items Return [Lending]

Before Discharging

1. Glance through the book to see if there is any highlighting or other damage that was not present when the book was sent out. Examine non-book items and any protective cases for damage/
2. Check to make sure all accompanying items are returned with the book and are undamaged.
3. If there is damage to the item that wasn't present upon sending or accompanying items are missing/damaged:
 - a. Check the "In Transit details" [in the item record—Item menu options] or Routing slips to see the borrowers institutional affiliation.
 - b. Contact that institution if book needs to be paid for or replaced. If Hold slips were left in the book you will know who had borrowed the item.
 - c. If the institution does not know who had borrowed the item then it will be up to the two institutions to decide on an outcome.



Upon Receipt [Borrowing]

1. Glance through books to see if there is any highlighting or writing and examine non-book items for damage:
 - a. If so, check to see if there is a note from the lending institution.
 - b. If not, place a note with the item stating the condition in which the item was received.
 - c. Contact the lending institution to notify them of the condition and to add a note in the item record of the condition.
 - d. If an item is severely damaged notify the lending institution, do not process for your patron, and send back to the home library.

**When Items Return [Borrowing]
Before Discharging**

1. Glance through book to see if there is any highlighting or damage that was not present when the patron picked it up. Examine non-book and any protective cases for damage:
 - a. If so, **DO NOT DISCHARGE**.
 - b. Contact lending institution and send the item back to the lending library.
 - c. Lending library will send invoice to UB patron for replacement of item. Patron's home library should suspend the patron's record in Voyager Circulation and place holds on patron's university records until item is replaced or paid for.
2. If the item has already been discharged:
 - a. Check for hold slips that will have the patron and library information.
 - b. If there is no documentation contact the lending library. It will be up to the two institutions to decide on the outcome.

**Copy to create your own streamer/insert/Post-It note.

ILL Condition Report	Date:	Initials:
<p>This item was received/lent (circle appropriate) in the following condition:</p>		
<p>_____ Loose, stained or torn pages</p>		
<p>_____ Cover torn</p>		
<p>_____ Missing pages</p>		
<p>_____ Worn spine</p>		
<p>_____ Water/mildew damage</p>		
<p>_____ Marker/pen/pencil marks</p>		
<p>_____ Chewed</p>		
<p>_____ Other _____</p>		