

Damaged items procedures

When an item is received with damage - through returns, check-in, delivery or any other manner, **DO NOT CHECK THE ITEM IN**. Set the item aside for assessment and PLEASE FOLLOW THE GUIDELINES BELOW.

General guidelines:

The best practice is for library staff to examine each item for damage or missing materials BEFORE the item is checked in. For a more detailed description please see [Guidelines for Inspecting](#).

If the owning library receives a damaged item through the courier and it does not have a damaged item form attached, the owning library should not try to bill a patron for that item without working with the circulating library.

Owning libraries may choose to circulate well worn items so long as the item has been assessed and previously assessed damage is noted inside the front cover/inside the AV/DVD case.

If a patron claims responsibility for item damage:

If a patron returns the item in person and admits to causing the damage noted and wants to pay for the item:

1. Mark the item as lost
2. Patrons or library staff may contact the owning library to discuss whether an equivalent purchase would be accepted.
3. The patron can pay the bill when returning the item or can pay the bill through online bill pay. Payment will be forwarded to the owning library. Once the item is paid, the item is the patron's to keep.

Damaged item returned without staff interaction with patron:

For example: a damaged item returned in a book drop.

1. DO NOT CHECK ITEM IN
2. Assess if damage has been noted with a [damaged item form](#).
3. If damage isn't noted, complete a damaged item form and return the item to the owning library.