

## Northern Waters Library Network Damaged and Missing Pieces Procedures

**Examine all items for damage or missing pieces before checking the item in.** For a more detailed description, see [Guidelines for Inspecting](#).

### **If there are missing parts:**

1. Ask the patron to look for the missing part(s). Library will store the item while the patron looks for the missing part(s). Inform the patron the item will stay checked out on their record until the missing part is returned. When the part is returned, the item can then be checked in and sent on its way.
2. **If the patron cannot find the missing part(s)**, renew the item, fill out a [Damaged or Missing Pieces Form](#) and send the item back to the owning library. The owning library then decides if the part can be replaced (adding a manual charge for part replacement and then checking the item in) or if replacement is necessary (marking the item as lost, creating a bill).

### **If there is damage:**

1. If you believe the damage was caused by the patron, first reach out to the patron about the damage. If they claim responsibility, see section below on charging patrons for damage.
2. If you believe the damage is normal wear and tear or was present when your library received the item, fill out the [Damaged or Missing Pieces form](#). Check the item in (do not fill any holds) and return it to the owning library. The owning library may decide to charge the patron for an item using the procedure below on charging patrons for damage.

### **Charging patrons for item damage:**

1. Mark Lost Items, which will automatically add a bill to the patron's account.
2. Patrons or library staff may contact the owning library to discuss any changes to the replacement cost or whether an equivalent purchase will be accepted. However, the owning library has final say in charges or replacements regarding their damaged items.
3. Patrons can pay replacement fees at any NWLN library or through online bill pay. Replacement fees should be forwarded to the owning library. Once the item is paid, the item is the patron's to keep.

### **Determining the last patron and last check in location:**

1. If you need to know the last checkin location for the item, you must look in Search/Holds BEFORE you check in the item.
2. Look up the item using Search/Holds
3. Note the IN LOC from the item record. This is listed by stat group number. A list of stat groups can be found [here](#). You may wish to make a note of the INLOC on the damaged item form.
4. If you want to know the last patron to check out the item, open the item record. The PATRON # field tells you what patron currently has the item checked out, and LPATRON is the last patron to check the item out. Right click the LPATRON field and click Patron View Actions and then View Circulation History to see a list of the last 5 patrons.

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If your library receives a returned item in delivery that is damaged or has missing pieces, but does not have a [Damaged or Missing Pieces Form](#) attached, do not assume the damage was caused by a patron. Please contact the circulating library to find out more information.

If your library chooses to keep an item with normal wear and tear or with missing pieces, place a note inside the front cover or inside the AV/DVD case so that future patrons are not charged for the damage.