Checking In a Damaged Item

If you notice an item is damaged, do **not** check in the item until you have checked the following:

**Scenario 1**

1. Refer to the inside back cover for a staff note indicating damage.
2. If the damage is noted, check in the item.

**Scenario 2**

Checking in items that are damaged in owning branch:

1. Refer to the inside back cover for a staff note indicating damage.
2. If the damage is **not** noted, do NOT check in the item.
3. Set aside to be brought to the attention of the supervisor. The supervisor will contact the client.
   - Insert a message in the item record, “**Item returned damaged. Item held on _______. Client has been emailed.** [date/initials]”
4. If the item can no longer be circulated based on the amount of damage, cancel any existing holds.

**Scenario 3**

Damaged item belonging to another library:

1. If the item is returned, with damage, do **not** check in the item. Leave item at Check-in terminal and leave a note for/discuss with the permanent staff/supervisor.
   - Permanent staff/supervisor will insert an item level message: “**Item damaged. Returned to _________library. Item is in transit bin on the way to ____________library.**” [date/initials] This way we can see that an item has been returned to another library.

   - Once it makes its way to the owning library, the supervisor can email the client notifying them of the damage item and associated costs.
NOTE: The patron number in the LPATRON field contains only the first 7 digits of the number. To search for the patron using this number, add an ‘a’ to the end of the identifier number. Also, include a ‘.p’ to the beginning of the number to identify it as a patron record.