

# To: \_\_\_\_\_ Library (owning)

## Damaged Item: DO NOT CHECK IN!

See <https://www.iflsweb.org/more/damageditems>

or submit an IFLS Help Desk ticket with general questions

Remember:

- Do not bill for the item. The owning library applies the bill
- Contact the library's "damaged item contact" if you have questions for the owning library
- Put a dated message in the item record with a brief note about where/why you are sending

### 1. Item information:

Title: \_\_\_\_\_

Barcode: \_\_\_\_\_

Damage noted at \_\_\_\_\_ Library

By (initials) \_\_\_\_\_ On (date) \_\_\_\_\_

### 2. Choose one of the following:

Item arrived in courier with damage not previously noted by owning library

- **DO NOT** circ the item to your patron
- Submit an IFLS Help Desk ticket immediately if you suspect the courier damaged it (ex. arrives wet)
- Otherwise, complete and attach this form, check in, and do not fulfill hold to put item in transit to owning library
- Transfer or cancel your patron's hold as appropriate

Note: If your item was returned in courier with damage

- Submit an IFLS Help Desk ticket if you suspect courier damage
- If not, contact the borrowing library if you wish to bill for the damage

Damaged item was returned to your library and the patron expects a bill

• Patron record number: .p\_\_\_\_\_

• Patron contacted on (date):\_\_\_\_\_

Check here if your library should be billed rather than your patron

Item was returned to your library with damage that appears to be normal wear-and-tear (ex. torn page, binding issue)

- Check item in, do not fulfill hold if applicable
- Send back to the owning library so the damage can be noted and/or repaired
- Note: The owning library may still decide the damage warrants a bill

### 3. Damage Description. Add detail on reverse:

- |   |   |
|---|---|
| <input type="checkbox"/> Binding              | <input type="checkbox"/> Broken case                          |
| <input type="checkbox"/> Torn pages (pg.____) | <input type="checkbox"/> Disc damage (#____)                  |
| <input type="checkbox"/> Stains               | <input type="checkbox"/> Part(s) missing (specify on reverse) |
| <input type="checkbox"/> Liquid damage        |   |
| <input type="checkbox"/> Barcode won't scan   |   |

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