

To: _____ Library

(owning)

Damaged Item

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

or submit an IFLS Help Desk ticket with general questions

Remember:

- The owning library applies the bill
- If your library fills a hold with a damaged item, the owning library may bill your library
- 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:

Item arrived in courier with damage that may have occurred in transit. IFLS has been notified

Item arrived in courier with damage not occurring in transit

Damaged item was returned to our library with damage that is potentially chargeable:

Patron has been notified of potential charges:

Patron record number: .p _____

Patron contacted on (date): _____

Patron wants to keep the item once paid

Bill my library rather than the patron if necessary

Damaged item was returned to our library with damage that is NOT chargeable

Damaged item circulated once per owning library (see attached)

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 missing; specify → |
| <input type="checkbox"/> Liquid damage | <input type="checkbox"/> Cover |
| <input type="checkbox"/> Barcode won't scan | <input type="checkbox"/> Other; specify → |

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
- If your library fills a hold with a damaged item, the owning library may bill your library
- 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 our library and the patron has been notified

• Patron record number: .p _____

• Patron contacted on (date): _____

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

Item was returned to our 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 missing; specify → |
| <input type="checkbox"/> Liquid damage | <input type="checkbox"/> Cover |
| <input type="checkbox"/> Barcode won't scan | <input type="checkbox"/> Other; specify → |

