memo

Date: November 10, 2021

To: [library name]

From: [Staff name, position]

RE: [Library name] damaged and billed item

The following item was sent to fulfill a hold at your library. Upon its return, a Damaged Item Slip was completed that indicated the customer is expecting a bill. Since the item cannot circulate in the current condition, we have marked the item as lost in Sierra and a bill will be generated for the customer.

[Title]

[Barcode]

The replacement cost is: **$**

We are returning this item to you and the customer may keep the item when paid for. If you have any questions please contact me at [phone number] or email [email address]. If the customer pays with a check made out to [library name], please send it to us ATTN: [staff name].

Best wishes,

[Staff name]

[Position]

[Library name]