

Payment for Lost or Damaged Item Belonging to another Library

These instructions outline the procedures for libraries to follow when processing lost or damaged items belonging to another library. If the patron wishes to clear their record and pay for the lost or damaged item by check or money order so that they may borrow materials from your library, please follow the procedure outlined below and complete the form enclosed. Please note that once a bill is generated, either manually or by the system, patrons can pay their bill by credit card and instantly clear their accounts.

Replacement Copies

As each library chooses how they consider replacing items lost or damaged, **do not accept a replacement copy on behalf of the owning library.**

Definitions

Lost material – materials that are claimed lost by the patron or assumed lost after not being returned within 30 days of the last due date. If the item is claimed lost before 30 days of its last due date, the bill will need to be manually created.

Damaged – materials are classified as damaged if they are damaged beyond usability. An item returned in damaged condition is manually billed **in full** to the patron returning it.

Managing a Lost or Damaged Item

When processing a damaged item, please complete the Lost or Damaged Paid Item Form at the end of this document. Be sure to complete all fields.

*Please note that both the **non-owning** library and the **owning** library have responsibilities in the handling of this form. Please follow the steps in the appropriate section below.*

Non-Owning Library

Lost Materials

For materials that are **lost**, first check the patron's record and confirm that a system generated bill has not been created for that item. If there is no bill attached, create a new bill using the **Mark Item Lost** wizard.

Damaged Materials

For materials that are **damaged**, use **Check Item Status** to review the item cost, or refer to the *Default Replacement Prices 2023* document. Use the **Billing a User** wizard to locate the user and create a manual bill. Use **DAMAGE** as **Reason for bill**. Enter cost and Item ID. Enter the additional processing fee, if applicable.

If, when manually creating a bill, a replacement cost is not automatically applied, please refer to the *Default Replacement Prices 2023* core document, available in the PPRC under Circulation Core Documents or via the following link: <https://pprc.palsplus.org/default-replacement-prices-2023-2>

If no replacement price is found on the list, please contact the item's owning library to obtain the amount. Also, please notify PALS Plus staff via TrackIt! (trackit@palsplus.org) so that the system can be configured to generate a replacement cost for that material.

Please follow the procedure outlined below for lost or damaged materials:

1. Collect the check or money order, made payable to the owning library. Please note that you may not accept cash as payments for items belonging to other libraries.
2. Use the **Paying Bills** wizard in Workflows to clear the patron's bill.
3. Send the completed form with payment by regular mail to the owning library. Add Attn. to the Circulation Dept. to the mailing address.
4. Enter the following details in patron's Note field: **check #**, the **amount**, and the **date** sent to the owning library.
5. All Library addresses can be found at <https://www.palsplus.org/members/>

Owning Library

If you are the Owning Library receiving this completed form with payment, please follow the procedure outlined below.

1. If the patron claims that a credit card was used, first verify that the item is no longer listed in their fines.
2. If the item is still listed in the patron's fines, touch base with both the patron and non-owning library which claimed the payment was received.
3. Clear the note from the patron's record and verify with the receiving library that the bill has been cleared.

Lost or Damaged Paid Item Form

Complete all fields

Date: _____

Library Receiving Payment: _____

Patron Name: _____

Patron Barcode: _____

Item Title: _____

Item Barcode: _____

Payment Amount: _____

(inc. processing fee, if applicable)

Payment Method *(do not accept cash as payments for items belonging to other libraries)*

Check [Check # _____]

Money Order [Money order# _____]

Name of Staff Member Receiving Payment: _____

Contact Information for Staff Member Above: _____