

ROUTE TO:

Problem Item Form

Date: _____

DO NOT CHECK IN THE ITEM!!!!

From: _____

Staff Name: _____

___ Damaged Item (DI)

___ Part Missing (PM)

___ Defect reported

Details (please be specific):

Enter barcode in a "Search the Catalog" field and record the following:

Title: _____

Item Barcode # _____

Find Circ status, click on patron name and record the following:

Name: _____

Patron Barcode #: _____

Phone #: _____

Problem identified and/or reported by: ___ Staff ___ Patron

Item received via: ___ Counter/Book Drop ___ Transit Return ___ Transit Hold

___ Checked in by sorter

Problem Item Procedures

DI or PM via Counter/Book Drop or Transit Return
DO NOT CHECK ITEM IN!

1. Add a Damaged OR Parts Missing message to patron's Checkout screen.
2. If parts missing, contact patron and retain item for 3 days, then proceed to step 3.
3. Route item and form to owning library for follow up, or follow local library procedure.

DI or PM via Transit Hold
DO NOT CHECK ITEM IN!

1. Go into Item record and select **Edit Holds**
2. Change patron's hold priority from In Transit to 1, and click **Update Holds**.
3. Change **Other Item Status** on item screen to **Defect Reported**.
4. Route item and form to owning library for follow-up, or follow local library procedure.

Defect Reported

1. After filling out the above information, check item in.
2. If a hold is activated, click **Ignore**.
3. Change **Other Item Status** to **Defect Reported**
4. Route item with form to owning library, or follow local library procedure.

Optional: Collection Code: _____ **Holds:** _____ **Copies:** _____ **Use:** _____

Patron contacted on _____ by _____ via phone/email/letter/voice message

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Patron contacted on _____ by _____ via phone/email/letter/voice message

ROUTE TO:**Payment Form**

Date: _____

From: _____

Staff Name: _____

____ Lost

____ Damaged Item (DI)

____ Parts Missing (PM)

____ Other

Existing charges have been paid for at our library.
We have noted this in the patron's record.

A payment was made in the amount of \$ _____

____ Cash enclosed ____ Check # ____ enclosed

____ Credit Card

Enter barcode in a "Search the Catalog" field and record the following:

Title: _____

Item Barcode # _____

Item Collection Code: _____ Lost Date: _____

Find Circ status, click on patron name and record the following:

Name: _____

Patron Barcode #: _____

Payment Steps

1. Pay in Koha: In the fines account screen, click on the **Pay** button in the **Action** column (do not use the check box).

2. In payment description field include:

- Item title
- Item barcode
- Owning library
- Type of payment
- Payment being sent to
- Your initials
- Your library code

Example: Anansi Boys , 39078000000000, WAU item, \$10 cash sent to WAU. XXX/SCA

3. Add a **Special Note** message to the patron's Check Out screen to indicate payment sent.

4. Route payment and this form to owning library.

5. Provide a receipt if requested and inform patron that a refund, if the item is returned, is subject to the owning library's policy.

Owning Library: Add a **Special Note** message to the patron's checkout screen to indicate payment received and refund eligibility information. Delete the **Payment Sent** message.

Example: Rec'd \$10 for lost item "Lord of the Rings" 39078000000000, if found, item is not eligible for refund per ORE refund policy.

Please send damaged item to _____ for patron when payment received.

Date item sent: _____ By: _____

ROUTE TO:**Payment Form**

Date: _____

From: _____

Staff Name: _____

____ Lost

____ Damaged Item (DI)

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Item Collection Code: _____ Lost Date: _____

Find Circ status, click on patron name and record the following:

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