

ROUTE TO:

Problem Item Form

Fill out top of form first, then follow procedures.

Date: _____

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

1. Check in the item and click the **IGNORE** button in any Hold Found pop-up
2. Change the **Custom status to Defect Reported.**
3. Go to the **Circulation main screen, click on Transfer, select Destination (owning) library and scan item barcode.**
4. Route item and form to owning library for follow-up.

Defect Reported

1. Check in the item and click the **IGNORE** button in any Hold Found pop-up
2. Change the **Custom status to Defect Reported.**
3. Go to the **Circulation main screen, click on Transfer, select Destination (owning) library and scan item barcode.**
4. Route item and form to owning library for follow-up.

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

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 Bibliovation: In the Patron Accounting / Current Fees and Payment screen, click on the **Pay** button in the **Action** column for a single entry or use the checkboxes for multiple entries.
2. In payment description field include:
 - a. Item title
 - b. Item barcode
 - c. Owning library
 - d. Type of payment
 - e. Payment being sent to
 - f. Your initials

Example: Anansi Boys , 39078000000000, WAU item, \$10 cash sent to WAU. MMC
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: _____