



Published on *SWAN Library Services* (<https://swandev.swanlibraries.net>)

Damaged & Unusable Items

All damaged items are unusable, but not all unusable items are damaged. Many variables may be considered when determining whether an item is Unusable vs Damaged. The Item Library has final say over whether an item is damaged and requires reimbursement.

The following procedures cover what to do if an item is returned or received at your library where it is either unusable or damaged.

Two generic users are utilized to facilitate the handling of these items.

- UNUSABLE_RB_ILL user is a placeholder for the item until it returns to the home library and final disposition is determined. It gives items a shadowed location and is not considered by the Quarterly Billing reports.
- LOSS_RB_ILL user is a billable location; these items are debited to the Checkout Library. Items checked out to this user will be processed in Quarterly Billing and can be checked out to the item library's discard user following reimbursement.

Item Libraries should periodically review the checkouts to UNUSABLE_RB_ILL to be sure none of your items are stalled in the evaluation/communication process. Ideally, no items should remain on this user for longer than 4 weeks.

Definitions

Unusable means the item in its current state cannot be used. However, once an issue is resolved, it may circulate again (e.g. locked case, missing piece).

Damaged is a permanent condition, meaning the item can no longer circulate and should be discarded.

Procedures

Is the patron present?

If the patron is present and acknowledges the damage, and is willing to pay for the item (No matter what library the item belongs to), follow the instructions in Section A.2

Was the item returned in the book drop?

If the item was returned and the patron is not present use the following chart to determine which actions to take.

| Is it your item? | Is it your patron? | Action |
|------------------|--------------------|-------------|
| Yes | Yes | Section A.1 |
| No | No | Section B |
| Yes | No | Section C |
| No | Yes | Section D |

Section A:

A.1. Local Policy

A.2 Mark the Item LOST using the **Mark Item Lost wizard** and insert a Bill Note indicating the reported damage. Accept Payment. Physically remove the barcode and you can notify Item Library. The patron may keep the item. The Item Library can DISCARD the item after it appears in Quarterly Billing.

Section B:

Charge item out to UNUSABLE_RB_ILL. Send to item library's Circulation Managers attention with "Unusable_RB_ILL" clearly written on the route tag.

Section C:

Contact the Patron library to discuss damage and replacement fees, ask them to notify the patron.

1. If the Patron library wishes to review the item: Check the item out to UNUSABLE_RB_ILL. Send to item library's Circulation Manager's attention and record previous User ID in a note.
2. The Patron Library must charge the item out to LOSS_RB_ILL.
 1. If the patron library would like to bill their patron for the cost of the item. Create a DMGDRBILLX on the user record for the item price. If applicable, bill a second time for PROCESFEEX.

Section D:

Contact the Item library to discuss damage and replacement fees. Notify your patron.

1. If the Item library wishes to review the item: Check the item out to UNUSABLE_RB_ILL. Send to Patron library's Circulation Manager's attention and record previous User ID in a

note.

2. As the Patron Library, charge the item out to LOSS_RB_ILL.
 1. If you would like to bill your patron for the cost of the item. Create a DMGDRBILLX on the user record for the item price. If applicable, bill a second time for PROCESFEEX.

After the Item Library receives their credit via Quarterly Billing, they may DISCARD their item.

Unusable or damaged in delivery

Unusable

When you receive an **unusable** item in delivery that belongs to another library, please follow these procedures. A broken case does not constitute **unusable**, but a locked case does.

Important: It is imperative that you check condition before checking the item in. If it is unusable DO NOT check it in.

1. If it is unusable, without checking the item in, open the Charge/Checkout wizard.
2. Enter the User ID UNUSABLE_RB_ILL
3. Check the item out to this user.
 1. The item will now have a due date of NEVER and a shadowed location.
 2. The previous user's information will be preserved in the Previous User ID field in the item record.
4. Place a new routing slip on the item and mark it with the following message: "Unusable ILL item DO NOT CHECK IN". Route the item back to the home library **without checking the item in**.

Upon receiving your unusable item

If you receive one of your items with an unusable ILL note in delivery, **do not check in the item**. Checking the item in will lose previous user information.

Use the Item Search and Display wizard to identify the previous user. If the previous user is your patron, you may contact them. If they are not your patron contact their home library.

Under no circumstances should a previously discharged item be checked back out to the user.

Damaged in delivery

If you receive a bin and its contents are damaged; you must contact RAILS. You should open a ticket with RAILS Delivery Help Desk at railsdelivery@railslibraries.info [1]

[See [RAILS website](#) [2]]
