

TLN Damaged Materials Policy & Procedures

When attaching notes to items, please include date, library code and staff initials.

1. Patron Responsibilities Patrons requesting and receiving items through TLN interlibrary loan are responsible for making sure their patron information is up-to-date at their home libraries. Patrons are also responsible for returning items they borrowed on or before the stated due date, as well as for paying any late fees, damage or replacement reimbursement fees that may be charged due to damage to or loss of pieces of an item while the item is in their possession.

2. DAMAGED MATERIAL PROCEDURES

DO NOT SEND OR FILL REQUESTS WITH DAMAGED ITEMS

If damaged material[s] are returned to a library other than the owning library:

1. DO NOT CHECK-IN.
2. Staff at the receiving library will contact the patron to notify them of the condition [damage] in which the item was returned, and that the item was not removed from their record, and the owning library will contact them about charges.
3. Send the item to the owning library for billing with an explanatory note. Date of return should be noted on the routing slip. The owning library will assess, bill, and contact the patron for fees or reimbursement.
4. Staff at the receiving library will put a note in the patron record stating why the item was not checked-in and when and where it was sent for bill assessment.

If materials[s] are received in delivery damaged:

1. DO NOT CHECK-IN OR FILL HOLD.
2. Charge the item to the owning library's Problem Item User.
3. Return to the owning library. The item should be clearly marked with a note on the outside of the item. Date received should be noted.

If a damaged item is returned in error and triggers a hold request or triggers a "put in transit" message:

1. Charge the item to the owning library's Problem Item User.
2. Send item to the owning library clearly marked with a note on the outside stating why the item is being returned.
3. Please include the patron name, barcode number and telephone number so that damages may be sought.

ACCEPTING FULL REPLACEMENT COST

When accepting full payment for damaged item(s) or item(s) missing pieces not owned by your library

1. Encourage patron or staff to use the online payment system so that the funds are distributed to the owning library.
2. A library will contact the owning library by telephone for the desired method of payment. If the owning library is unavailable, the library staff at the receiving library will mark the item go lost so that any fees charged by the owning library will be added to the bill.

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3. After marking the item go lost, accept a check or money order made payable to the owning library, forward the check with bibliographic information to the owning library and clear all associated patron fines. A print out of the patron record including the bibliographic record is recommended.
4. Do not accept partial payment for other libraries' items.

As stated in the TLN ILL manual: TLN members endorse the national Interlibrary Loan Code in its assignment of responsibility for lost materials to the borrowing library. TLN members, when acting as lenders, have a long-standing practice of not collecting payments for lost materials from fellow TLN members in instances when recovery of the costs from the patron is not possible. This practice was put in place as recognition of the special resource sharing relationship among TLN members and as a practical response to the relative infrequency of such occurrences. TLN members are encouraged to continue sharing resources without charge to other TLN members. While this is the preferred policy, the TLN Steering Committee recognizes that this is ultimately a local decision.

TLN Items with Missing Pieces Materials Policy & Procedures

When attaching notes to damaged items, please include date, library code and staff initials.

1. Patron Responsibilities Patrons requesting and receiving items through TLN interlibrary loan are responsible for making sure their patron information is up-to-date at their home libraries. Patrons are also responsible for returning items they borrowed on or before the stated due date, as well as for paying any late fees, damage or replacement reimbursement fees that may be charged due to damage to or loss of pieces of an item while the item is in their possession.

ITEMS WITH "MISSING" PIECES

DO NOT SEND OR FILL REQUESTS WITH ITEMS THAT HAVE MISSING PIECE[S].

If an item that does not belong to your library is returned with piece(s) missing:

1. DO NOT CHECK-IN THE ITEM.
2. Contact the patron to notify them of the missing pieces(s), and keep the item for 1 week.
 - a. If the missing pieces are not returned by the end of a week, forward the item to the owning library with an explanatory note. Identify what pieces of the item are missing, the date you contacted the patron about the missing piece, and include the patron information for follow up.
 - b. Staff at the receiving library will put a note in the patron record stating why the item was not checked-in and when and where it was sent for bill assessment.

If material[s] are received in delivery with piece(s) missing:

1. DO NOT CHECK-IN OR FILL HOLD.
2. Charge the item to the owning library's Problem Item User.
3. Return to the owning library. The item should be clearly marked with a note on the outside of the item. Date received should be noted.

If an item with missing piece[s] is checked-in or discharged in error and triggers a hold request or triggers a "put in transit" message:

1. Charge the item to the owning library's Problem Item User.
2. Place the user with the hold first in queue.
3. Send item to the owning library clearly marked with a note on the outside stating why the item is being returned.

ACCEPTING FULL REPLACEMENT COST

When accepting full payment for damaged item(s) or item(s) missing pieces not owned by your library

1. Encourage patron or staff to use the online payment system so that the funds are distributed to the owning library.
2. A library will contact the owning library by telephone for the desired method of payment. If the owning library is unavailable, the library staff at the receiving library will mark the item go lost so that any fees charged by the owning library will be added to the bill.
3. After marking the item go lost, accept a check or money order made payable to the owning library,

forward the check with bibliographic information to the owning library and clear all associated patron fines. A print out of the patron record including the bibliographic record is recommended.

4. Do not accept partial payment for other libraries' items.

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