

## VI. Lost/Damaged Materials

### *Unit Pricing*

The unit price of an item is a set dollar amount that becomes the default amount determined by the Policies and Procedures Committee to reflect a fair replacement price for a given item. The Committee reviews all unit prices every year.

Libraries should link materials using the default unit price for consistency and uniformity. Libraries may change the unit price to reflect the actual list price of the item.

Unit prices are used by libraries to bill patrons and libraries for lost items. If a library chooses, at the time of linking, to replace the default unit price with the actual list price of the item, the patron or library will be billed at that amount.

Unit prices are specific to items represented by the following item types:

<b>Item Type</b>	<b>Description</b>	<b>Unit Price</b>
BK_ESL	ESL BOOK	\$25
BK_FICTION	FICTION	\$30
BK_GRPBNVL	GRAPHIC NOVEL	\$20
BK_HIDMND	HI DEMAND BOOK	\$30
BK_ILL	ILL BOOKS	\$30
BK_LP	LP BOOK	\$30
BK_NEW	NEWBOOK	\$30
BK_NONFIC	NONFICTION	\$30
BK_PBK	PAPERBACK	\$10
BK_REF	REFERENCE	\$50*
BK_RENTAL	RENTAL BOOK	\$30
BK_SHORTLN	SHORT LOAN	\$30
BK_SUMMER	SUMMER READING TITLES	\$15
BK_TRAVEL	TRAVEL BOOK	\$25
BK_TRPBK	TRADE PBK	\$20
BK_UNCAT	UNCAT PBK	\$10
BK_WORLD	WORLD LANG BOOK	\$25
J_ABK_CD	JUV BOOK ON CD	\$25*
J_ABK_TP	JUV BOOK ON TAPE	\$25*
J_BDBK	BOARDBOOKS	\$10
J_BK_WORLD	WORLD LANG BOOK	\$20
J_CD	JUV CD	\$20
J_DVD	JUV DVD	\$25
J_EASYRDR	EASY READER	\$15
J_FICTION	JUV FICTION	\$20
J_GRPBNVL	JUV GRAPHIC NOVEL	\$20
J_HOLIDAY	HOLIDAY BOOK	\$20

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<b>Item Type</b>	<b>Description</b>	<b>Unit Price</b>
J_NONFIC	JUV BOOK	\$25
J_PER	JUV PERIODICAL	\$5
J_PICBK	PICTURE BOOK	\$20
J_READALNG	READALONG	\$15*
J_SERIES	JUV SERIES	\$5
J_VHS	JUV VIDEO	\$25
M_ABK_MP3	BOOKS ON MP3	\$30
M_ABKAB_CD	BOOKS ON CD ABR	\$30
M_ABKAB_TP	BOOKS TAPE ABR	\$25
M_ABKUN_CD	BOOK ON CD UNABRIDGED	\$65*
M_ABKUN_TP	BOOKS ON TAPE UNABR	\$50*
M_CASS	CASSETTE	\$10
M_CD	COMPACT DISC	\$20*
M_CD-ROM	CD-ROM	\$50*
M_DVD	DVD	\$25
M_DVD_HI	HI DEMAND DVD	\$25
M_DVD_NEW	NEW DVD	\$25
M_DVD_NF	DVD NONFICTION	\$25*
M_DVD_RENT	RENT DVD	\$25
M_DVD_TV	TELEVISION SERIES	\$50*
M_ESL_MEDIA	ESL MEDIA	\$50*
M_KIT	KIT	\$25*
M_MP3_PLYR	MP3 PLAYER	\$100*
M_PLAYAWAY	PLAYAWAY AUDIOBOOK	\$50*
M_REALIA	REALIA	\$30*
M_SPKNWRD	SPOKENWORD	\$10
M_VHS	VIDEO	\$25
M_VHS_CRCT	VIDEO CIRCUIT	\$25
M_VHS_NF	VIDEO NF	\$25*
M_VHS_RENT	RENT VIDEO	\$25
M_WORLD	WORLD LANG MEDIA	\$25
PERIODICAL	PERIODICAL	\$5

\* It is recommended that these items be linked at list price or replacement cost.

[October 1, 2009]

### ***Lost and Paid***

Member libraries must accept payment for lost materials owned by any BCCLS library.

When a patron pays for a lost item, the library accepting payment must send the following information to the owning library:

1. A **check** from the patron payable to the owning library,
2. The patron's name, address, phone number, and library card number, and
3. The title, author, and barcode of **only** the lost material.

Provide the patron with a copy of the information above, dated, initialed, and marked paid.

The library that accepts payment clears the patron's record after the patron has written a check. The library that owns the material withdraws the item after receiving the check and paperwork.

### **Recommended Procedure for Lost and Paid**

If an item is already marked Assumed Lost, the receiving library should:

1. Use the Display User wizard to determine the barcode of the lost item.
2. Use Internet Explorer to go to the Lost Item Lookup page (<http://unicorn.bccls.org/cgi-bin/lost.pl>). (Libraries should create a bookmark or desktop shortcut for this web page.)
3. On the Lost Item Lookup page, input CIRC username, CIRC password, and the barcode of the lost item.
4. Click "Continue."
5. Make two printouts of the page that is returned. Copy one is to be sent to the owning library with a **check** from the patron made payable to the owning library. Copy two is dated, marked Lost and Paid (L&P) with the amount, initialed, and given to the patron.
6. Go back to Workflows.
7. Use the Pay Bills wizard to pay the LOST bill for this item.
8. Send printout and check to the owning library.
9. Upon receipt of payment, the owning library should mark the lost item as DISCARD to remove it from the database.

[March 1, 2006]

***Lost and Paid (cont.)***

If the item is **NOT** already marked Assumed Lost, the receiving library should:

1. Use the Display User wizard to determine the barcode of the lost item.
2. Use Internet Explorer to go to the Lost Item Lookup page (<http://unicorn.bccls.org/cgi-bin/lost.pl>). (Libraries should create a bookmark or desktop shortcut for this web page.)
3. On the Lost Item Lookup page, input CIRC username, CIRC password, and the barcode of the lost item.
4. Click "Continue."
5. Make two printouts of the page that is returned. Copy one is to be sent to the owning library with a **check** from the patron made payable to the owning library. Copy two is dated, marked Lost and Paid (L&P) with the amount, initialed, and given to the patron.
6. Go back to Workflows.
7. Use the Mark Item Lost wizard to mark the item lost, using the Pay Now button to record the bill as paid. (The item will be removed from the patron's record.)
8. Send printout and check to the owning library.
9. Upon receipt of payment, the owning library should mark the lost item as DISCARD to remove it from the database.

[March 1, 2006]

***Items Received in Error***

If you get a requested item meant for another library, do not scan the item in the Loan program; repack it and send it on to the library that requested it. If you have already scanned the item, contact the intended receiving library.

***Materials Lost In Delivery***

When an item in transit has not been received, the lending or borrowing library should contact the other library involved to check its shelves. After a reasonable length of time, the requesting library should discharge the item from the patron's record. This will ensure a requested item not received will appear on the *In Transit Monthly* report. A sample form for items missing in transit is included on page XV-4 in this manual. An *In Transit Monthly* report listing items in transit for more than 28 days is generated on the first of every month.

**Procedure for Materials Lost in Delivery****For items on the Sixty Day In Transit list:**

- Search for all items, both on the hold shelf and in the stacks, even if the item does not belong to your library.
- Return any items found.
- Follow the appropriate procedures for claiming reimbursement from the region for items lost in delivery.

**For items on the In Transit Monthly/28-Day In Transit list:**

- Search for the item in your library, both on the hold shelf and in the stacks.
- Ask the sending library (noted on the report) to check their shelves. Use the form on page XV-4 or an electronic equivalent.
- Ask other libraries that may have received the item in error:
  - The library before and after you alphabetically by name and library code (in case the wrong delivery slip was pulled).
  - Any library commonly confused with your library (FAVW vs. FAIR, GLRK vs. GLRG, etc.)
- Wait for the item to appear on the *Sixty Day In Transit List*.

[December 1, 2007]

**For any other items:**

- Search for the item in your library, both on the hold shelf and in the stacks.
- Determine the status of the item using the Check Item Status wizard.
- If the item is **In Transit**, follow the steps outlined above for items on the *In Transit Monthly* list.
- If the item is checked out to a patron, check for a loan for the item. In Loan:
  - Click the **Search LIBR Requests** button.
  - Click the **Barcode Search** button.
  - Click the **Patron Barcode** or **Item Barcode** radio button.
  - Input the appropriate barcode.
  - Click **Search**.
  - Find the loan on the list.
- If the status in Loan is **COMPLETED**:
  - Click on the Loan ID to get details for the loan.
  - The receiving library should be listed. Contact that library and ask them to check their hold shelf and stacks for the item.
  - Contact the lending library and ask them to search their stacks for the item (in case it was returned without being discharged).
  - If the item cannot be found, the receiving library must discharge the item from the patron's record so that the item will become IN TRANSIT on Unicorn, and can be tracked via the *In Transit Monthly* list.
- If the status in Loan is **ENROUTE**:
  - Click on the Loan ID to get details for the loan.
  - Check the status date to determine when it became ENROUTE.
  - Determine who sent the item.
  - Allow sufficient time for a mis-directed delivery to reach the destination library.
  - Contact the sending library and ask them to check their shelves, using the form on page XV-4 or an electronic equivalent.
  - The receiving library must discharge the item from the patron's record, so that the item will become IN TRANSIT on Unicorn, and can be tracked via the *In Transit Monthly* list.
- If the status in Loan is **UNI HOLD**:
  - Allow sufficient time for a mis-directed delivery to reach the destination library. Use the checkout date in WorkFlows to determine the date it was put in delivery.
  - Contact the lending library and ask them to check their shelves, using the form on page XV-4 or an electronic equivalent.
  - The receiving library must discharge the item from the patron's record, so that the item will become IN TRANSIT on Unicorn, and can be tracked via the *In Transit Monthly* list.

[December 1, 2007]

***Missing Items***

When a library is unable to locate an item that is not checked out and shows available in the Web catalog, the item should be marked missing. Use the Mark Item Missing wizard to mark the item missing. This removes the item from the display in the Web catalog but not in WorkFlows. Missing status can easily be cleared by discharging the item if it is later located. This will prevent confusion for patrons and unnecessary work for staff.

***Damaged Material***

It is recommended that libraries which have items waiting for mending or replacement change the home location to REPAIR. These items will display as being repaired. Please remember to change the location back to the original when repairs are completed.

***Discharging Damaged Materials***

Do not discharge damaged or incomplete material owned by another library. The receiving library is obligated to include a Damaged/Missing Slip as a flag to the owning library, noting the condition of the item. A copy of this form is in chapter XV of this manual. Please photocopy on salmon-colored paper.

If any library receives a damaged or incomplete item that belongs to another library, the receiving library should contact the patron to initiate the process to recover the item. The patron's home library is ultimately responsible for contacting the patron and recovering the item or reimbursing the owning library.

***Materials in Use for In-House Programs***

Staff members who are using materials for children's or any other in-house programs are required to check these items out to the library's card until the program is over. These materials should not be charged out on the staff member's personal library card.

[October 1, 2009]

Items en route -- Sample Form to photocopy on your library letterhead

To: \_\_\_\_\_ Library

Date: \_\_\_\_\_

Please check your shelves for the following material:

**Item** **Status** (check one)

Author:	Date Checked:
Title:	<input type="checkbox"/> Not on shelf
Call Number:	<input type="checkbox"/> Returning to your library
Barcode:	<input type="checkbox"/> Other:

Author:	Date Checked:
Title:	<input type="checkbox"/> Not on shelf
Call Number:	<input type="checkbox"/> Returning to your library
Barcode:	<input type="checkbox"/> Other:

Author:	Date Checked:
Title:	<input type="checkbox"/> Not on shelf
Call Number:	<input type="checkbox"/> Returning to your library
Barcode:	<input type="checkbox"/> Other:

Author:	Date Checked:
Title:	<input type="checkbox"/> Not on shelf
Call Number:	<input type="checkbox"/> Returning to your library
Barcode:	<input type="checkbox"/> Other:

Thank you for your assistance.

[March 1, 2007]