

# Damaged/Missing Materials with Holds Procedures

If library materials are returned missing parts, the circulating library should immediately contact the patron who last checked out the item. The item should not be checked in or sent on to another library. If the patron cannot find the missing parts, follow the instructions for *Checking items in from patron or book drop...*

Note: Broken jewel cases are common, so these items are not considered “damaged” and may be checked out to patrons.

Note: Step by step instructions for replacing patron holds, Changing Priority in Holds Queue and for Check-In (Do Not Fulfill Holds) can be found in the [OWLSnet Manual](#).

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## Managing Holds on Damaged Materials

If damage is found while....

*Checking items in from patron or book drop and item belongs to another library:*

1. Do not check the item in. Leave the item checked out on the patron’s account.
2. Notify the patron that they may be billed for the damaged item by the owning library.
3. Return the item in an envelope with the details noted, including your initials and location. Make sure to include a completed yellow Problem slip along with the item.
4. **If the patron insists on paying the bill immediately, contact the owning library to verify the correct replacement cost of the item before billing.**

*Checking items in from patron or book drop and item belongs to your library:*

1. **If the item will not be repaired and you wish to bill the patron,** do not check the item in. Verify the correct replacement cost. Pull up the patron record, mark the item Lost and add the bill. Pull up the item record and change the collection field to Discard to remove the item from the database.

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2. **If the item will be repaired**, check the item in using Check-In (Do Not Fulfill Holds) mode. Go into the item record and change the status of the item to Repair in the item record, so it stays out of the holds queue. If you wish to bill the patron, add a manual bill to their account.
3. If there is an item hold on the item, cancel the hold and replace it. If this is the last item attached to the bib, replace the hold on an equivalent record (if possible). If the hold cannot be replaced, make sure you choose to send a hold cancellation notice to the patron.

### *Checking items in from OWLSnet delivery to fill hold for your patron:*

1. Check the item in using Check-In (Do Not Fulfill Holds) mode.
2. Send the item back to owning library. Make sure to include a transit slip and a completed yellow Problem slip along with the item.
3. Cancel the patron's item hold.
4. Replace the patron's hold on the bib by scanning the barcode of the damaged item and selecting Hold Copy Returned Soonest. Move the patron to hold priority 1 in the bib queue. In the hold note, include the reason for moving the hold in the queue, your initials and location.

### *Checking items in from OWLSnet delivery to be put back on the shelf:*

1. Check the item in using Check-In (Do Not Fulfill Holds) mode.
2. Please keep in mind that damage does occur during transit, and libraries cannot bill patrons or libraries for this type of damage. However, if you believe the damage was caused by the last patron, contact the previous circulating library.
3. See **Processing Damaged Items Owned by your Library**

### *Pulling items for the paging list:*

1. Do not check the item in.
2. Search for the damaged item in the Search/Holds screen and change the status from Available to Repair.
3. If this is the last item attached to the bib, replace the hold on an equivalent record (if possible). If the hold cannot be replaced, cancel the hold and send a hold cancellation notice to the patron.

### *Clearing the holdshelf and the item is going to fill another hold:*

1. Place a bib hold on the damaged item for the owning library, even if you are at the owning library. You can look up the library by entering NLIBRARY and the name of the library as the first name. Place a bib hold by scanning the barcode of the damaged item and selecting Hold Copy Returned Soonest.
2. From the Bib-Level holds tab, move the library up to the top of the holds queue (1), by selecting Change Hold Priority.
3. Cancel the patron's item hold, and note the pickup location of the hold.
4. Replace the patron's hold on the same bib by scanning the barcode of the damaged item and selecting Hold Copy Returned Soonest. Move the patron to hold priority 2 (below the library's hold.) In the hold note, include the reason for moving the hold, your initials and location.

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5. Check the item in and send it to the owning library with a completed yellow Problem slip and the transit slip.
6. **If the damaged item is the only item on the bib record**, look to see if there are other items on other bibs that might satisfy the hold. If there are, replace it on the appropriate bib record.

*Clearing the holdshelf and the item is going back on shelf at the owning library:*

1. Check the item in using Check-In (Do Not Fulfill Holds) mode.
2. Send the item back to owning library. Make sure to include a transit slip and a completed yellow Problem slip along with the item.

*Patron (or library staff) notices damage while checking out item from holdshelf:*

1. Do not check the item out to patron. Tell the patron you will replace their hold and they will be first in line for the next available item.
2. Place a bib hold on the damaged item for the owning library, even if you are at the owning library. You can look up the library by entering NLIBRARY and the name of the library as the first name. Place a bib hold by scanning the barcode of the damaged item and selecting Hold Copy Returned Soonest.
3. From the Bib-Level holds tab, move the library up to the top of the holds queue (1), by selecting Change Hold Priority.
4. Cancel the patron's item hold.
5. Replace the patron's hold on the same bib by scanning the barcode of the damaged item and selecting Hold Copy Returned Soonest. Move the patron to hold priority 2 (below the library's hold.) In the hold note, include the reason for moving the hold, your initials and location.
6. Check the damaged item in and send it to the owning library with a completed yellow Problem slip and the transit slip.

### Processing Damaged Items Owned by your Library

1. **If your library plans to repair the item**, check the item in using Check-In (Do Not Fulfill Holds) mode. Pull up the item record and change the status from Available to Repair.
2. **If your library will not be repairing the item and you will be billing the patron**, go to patron's record, mark the item Lost and add a bill. Pull up the item record and change the collection field to Discard to remove it from the database.
3. **If your library will not be repairing the item and not billing the patron**, check the item in using Check-In (Do Not Fulfill Holds.) Please remove it from the database by changing the item collection to DISCARD and the status to DISCARD.
  - a. If there is an item hold on the item, replace the hold if possible or cancel the hold if it cannot be filled by another item. If you cancel the hold without replacing it, be sure to send a hold cancellation notice to the patron.
5. **To put a repaired item back into circulation**, check the item in. A message will pop up with the message "Item status is REPAIR. Clear it?" Click Yes to set the item back to available status.