

F 910 Fee Schedule

Adopted: 7/85; Revised: 9/86, 1/88, 4/92, 9/92, 1/93, 10/94, 7/99,
12/99, 8/00, 10/04, 08/08, 8/10

AM 110 Delinquent; Lost/Damaged

Lost or damaged materials

- cataloged book or magazine - ILS automatically gives the amount
- uncataloged paperback - \$3.00 per item
- audiovisual materials - replacement cost if lost or damaged due to carelessness or neglect
- audiovisual materials, one part of a set - \$7.00 per part if lost or damaged due to carelessness or neglect
- audiovisual materials, liner notes or guide – no charge

Procedures on how to handle a missing part of an audiovisual set.

When a customer returns audiovisual materials with a missing part, do not code the item damaged. This will cause the customer to receive a bill for the whole cost of the item and not just the \$7.00. You may call the customer to let them know the item is missing a part of the set or use the Damaged/Missing parts form on the Intranet to mail to the customer, but do not leave the item on the library card. If a Lost/Paid is done on the item, when the \$7.00 is taken, this causes a refund check to be processed for the customer if you received a replacement part and when the item was cleared, it is within six months from the time it was paid for.

When a customer returns audiovisual materials with a missing part and wants to pay for it then.

1. Click on the Red "Financial" tab
2. Click on the blue "Payments" tab
3. Click on the black "Pay Other-Cash" or "Pay Other-Credit Card" sub tab.
4. Choose "805 Gifts and Lost Book Account" and the "Lost Materials"
5. An Explanation box will appear. In the "Explanation" box put in the disk # or state what part is missing, the item number of the material that the item is missing from, and the customer's library card number...
6. In the "Amount Paid" place the correct amount, \$7.00 per part (one missing part \$7.00, two missing parts \$14.00) and finish appropriately.
7. Clear the item off the customer's record by checking it in. Then temp loan it to the back room, or withdraw it, however your library handles materials with missing items.

Metropolitan Library System Circulation Desk Menu

File

Card Number

Customer Information

Next Cust

?

Customer

Lookup

Transactions

Inventory

Checkout

Checkin

Financial

Prepaid

Reserves

ILL

Payments

Refunds

Deposit Function

Credit/Bank Card

Pay Fine

Pay Partial

Pay Lost

Pay Damaged

Pay Rebind

Pay Annual Fee

Pay Prepaid

Pay Other - Cash

Pay Other - Credit Card

Tab 9

Choose Account

Choose Type

805 Gifts and

810 Prepaid F

815 Fine Acco

820 Copy Fun

Lost Material

Damaged Mater

Rebind Material

Gift

Explanation

Missing CD # 3 - Item # 12344321 - LC# 98766789

Amount Paid

7.00

Cash Received

7.00

Change Due

.00

Apply

Listen

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Speak

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When audiovisual materials come in with missing parts and customer is no longer in the library when staff notice the missing part .

1. Put in the customer's library card number
2. Click on the red "Prepaid" tab.
3. Click on the purple "Post Charge" tab.
4. Choose "805 Gifts and Lost Book Account" and the "Lost Materials"
5. An Explanation box will appear. In the "Explanation" box put in the disk #, or state what part is missing and the item number of the material that the item is missing from.
6. In the "Charge Amount" place the correct amount, \$7.00 per part (one missing part \$7.00, two missing parts \$14.00)
7. Hit Enter on your key board.
8. Clear the item off the customer's record by checking it in. Then temp loan it to the back room, or withdraw it, however your library handles materials with missing items.

Metropolitan Library System Circulation Desk Menu

File

Card Number: []

Customer Information

09/30/10 CH/DN Certified: A Age?

Primary 05/15/75 06/09/99 Unknown

Employee []

ENotify 0

Customer Lookup Transactions Inventory

Checkout Checkin Financial **Prepaid** Reserves ILL

Prepaid Fine Prepaid Partial Prepaid Lost Prepaid Damaged Prepaid Rebind

Prepaid Annual Fee View Account **Post Charge** Remove Charge Prepaid Lost Found

Choose Account

805 Gifts and Lost Book Account
810 Prepaid Fine Account
815 Fine Account
820 Copy Fund

Choose Type

Lost Material
Damaged Material
Rebind Material
Gift

Explanation

missing CD disk # 3 - item # 12344321

Prepaid Balance .00

Charge Amount 7.00

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Now that it has been posted to the customer's prepaid account any staff at any library can tell the customer what is missing by going into the customer's "View Account" located under the red "Prepaid" tab. The customer has 60 days from the time it is charged to their Prepaid account to pay for the missing part, or they will lose their library privileges.

Alert!!!

Refunds will not be issued automatically as with an L/P found. The customer will have to request the refund when they are returning the missing part. Library staff need to give the customer the refund if it is within the six months from the date they paid for the missing part.

*If only the CD or DVD case comes in without the item **DO NOT CODE IT AS DAMAGED**, the item is still out and is overdue, **not damaged**. You may call or send a letter to the customer letting them know the item was not in the case that they had returned. If you place a damaged on an item that is not returned and the customer pays for that item the customer will not receive a refund if it is returned within six months. If you leave it as overdue and they pay for it everything will be automatically done within the six month time frame.*