



The Good, the Bad and the Damaged

Procedures for handling damaged CSU+ items

Isabel Mascorro & Karla Salinas
ULMS Summer Meeting - August 2019



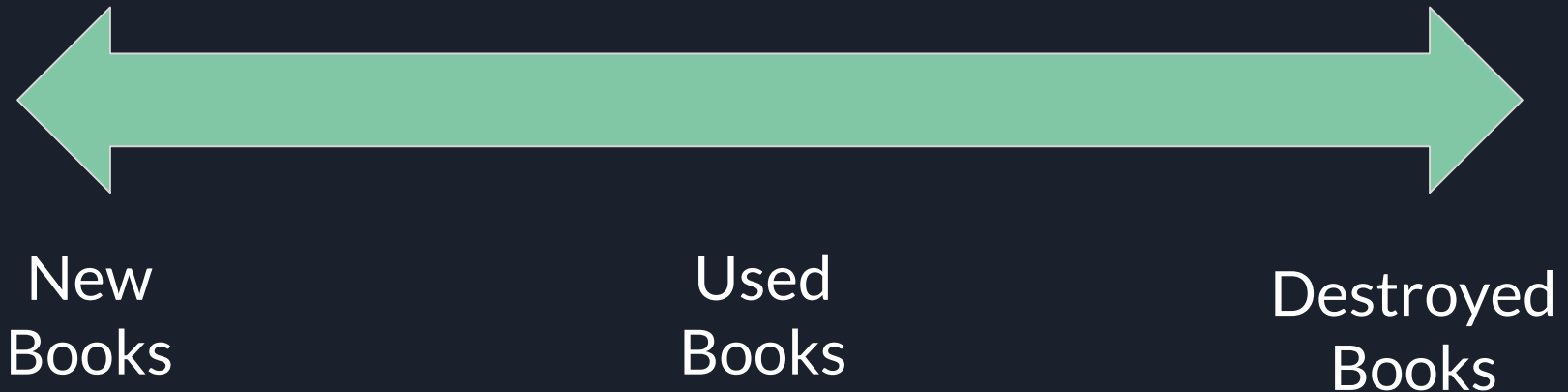
Overview

- ❖ Why this Workflow?
- ❖ Item Conditions
 - What are unacceptable conditions for items?
 - What are acceptable conditions for items?
- ❖ Lender Responsibility (Shipping items)
- ❖ Borrower Responsibility (Receiving items)
 - Adding Fulfillment Note
- ❖ Items Damaged in Transit
- ❖ Damaged items returned by patrons
- ❖ Replacement Copy
 - Accepted v.s. not accepted
- ❖ Damaged items returned to lender without prior contact?



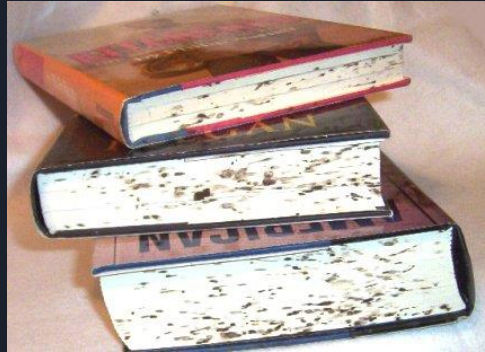
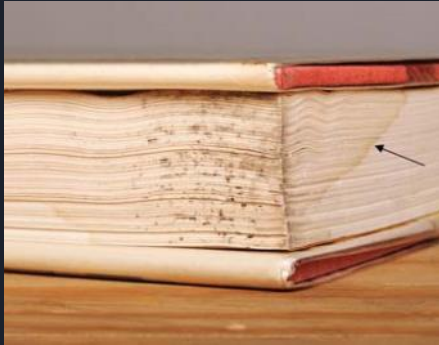
Why this workflow?

- ❖ Developed in collaboration with RSFC & FFC
- ❖ Improve communication
- ❖ Establish Best Practice Guidelines



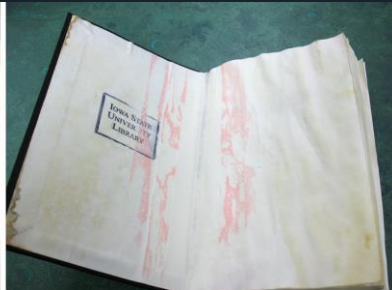
Item Conditions - What are unacceptable conditions for items?

- ❖ Pages with crusted food or dirt
- ❖ Unpleasant smells coming from the book (e.g. mold or bacteria)
- ❖ Visible damage from insects (e.g. bedbugs)
- ❖ Binding is excessively loose



Item Conditions - What are unacceptable conditions for items?

- ❖ Pages are falling out or missing
- ❖ Significant liquid damage/mold
- ❖ Pages are stuck together
- ❖ Excessive post it notes
- ❖ Broken discs cases
- ❖ Deeply scratched or warped discs



Reject Request- Poor Condition

Reject Request

Reject reason

Poor condition

Internal note

Note to partner

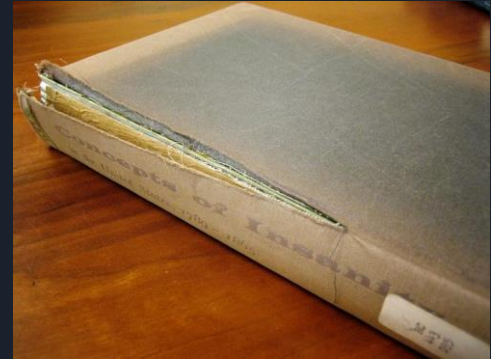
Our copy has a few loose pages which is not ideal for circulation. If you are unable to locate another copy, we will repair our copy and will be glad to send our.

Cancel

OK

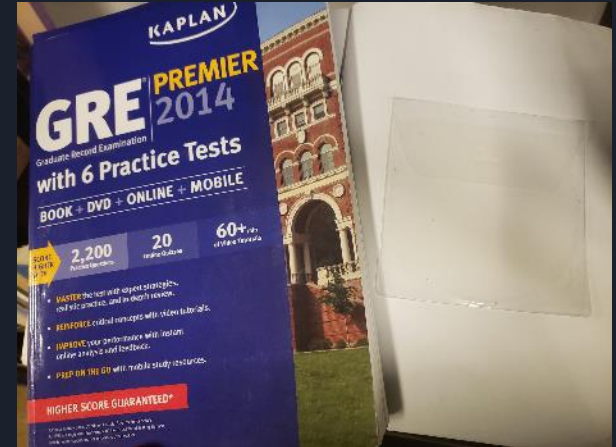
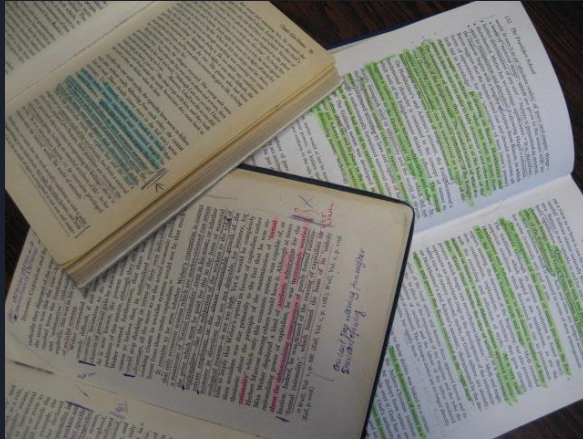
Item Conditions - What are acceptable conditions for items?

- ❖ Minimal binding Issues (e.g. slightly loose or cracked but no missing/loose pages)
- ❖ Cover/Spine Issues- worn out but legible and generally intact



Item Conditions - What are acceptable conditions for items?

- ❖ Writing/ Highlighting
- ❖ Minimal liquid damage/stains
- ❖ Missing CD/Books





Lender Responsibility (Shipping Items)

Lender should note the condition of the item(s) in two ways:

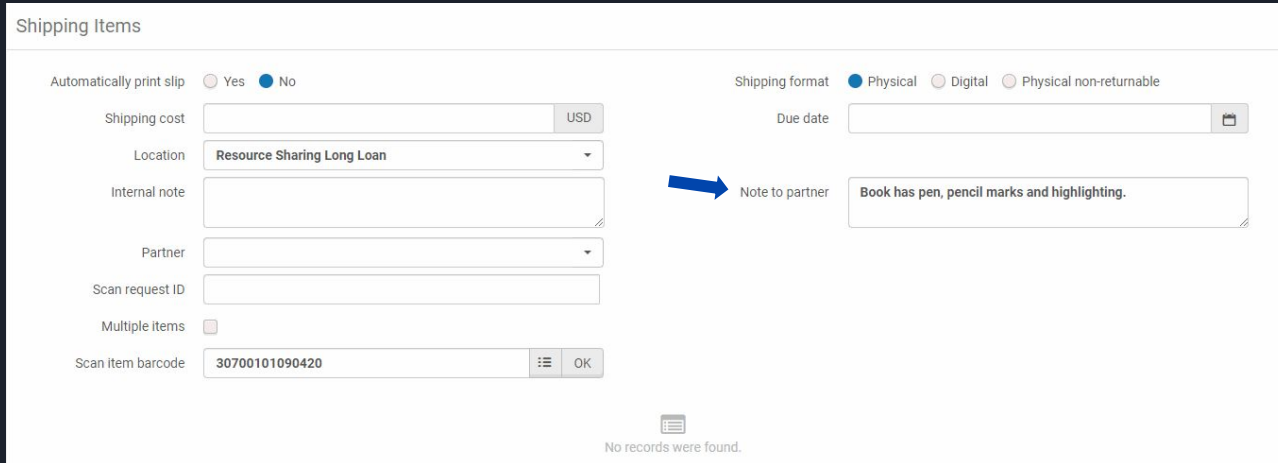
1. Note any existing damage on the CSU+ slip/sticker by checking off all that apply on the item condition report box prior to sending items.

Item Condition Report	
<input type="checkbox"/> Binding Issues	<input type="checkbox"/> Writing/Highlighting
<input type="checkbox"/> Cover/Spine Issues	<input type="checkbox"/> Liquid Damage/Stained
<input type="checkbox"/> Other (describe below)	<input type="checkbox"/> Missing CD/DVD
<hr/>	

* Use the “other field” to make note of any of the following: Wrinkled, scratched, stained, or dog-eared pages.

Lender Responsibility

2. Note any existing damage in the “Note to partner” field when *Shipping items* in ALMA before scanning the items barcode.



The screenshot displays the 'Shipping Items' form in ALMA. The form includes several input fields and options:

- Automatically print slip:** Radio buttons for 'Yes' and 'No' (selected).
- Shipping cost:** Text input field with a 'USD' dropdown.
- Location:** Dropdown menu showing 'Resource Sharing Long Loan'.
- Internal note:** Text input field.
- Partner:** Dropdown menu.
- Scan request ID:** Text input field.
- Multiple items:** Checkable box.
- Scan item barcode:** Text input field containing '30700101090420' with 'OK' and a list icon button.
- Shipping format:** Radio buttons for 'Physical' (selected), 'Digital', and 'Physical non-returnable'.
- Due date:** Text input field with a calendar icon.
- Note to partner:** Text input field containing 'Book has pen, pencil marks and highlighting.' A blue arrow points to this field from the left.

At the bottom of the form, there is a message: 'No records were found.'

→ This is important because there is no way to add a note to partner after a request has been updated to “shipped physically”.

Why should we make a note on the item slip/sticker and inside of ALMA?

- ❖ Note to partner: will make a note on both the lender and borrower side of the Resource Sharing Request which allows for less confusion should the CSU+ sticker/slip be removed
- ❖ Note on Slip/Sticker: Visual cue to help circulation staff inform patron of the item condition, and helps ensure that the user is not blamed for any pre-existing damage

Item Condition Report	
<input type="checkbox"/> Binding Issues	<input type="checkbox"/> Writing/Highlighting
<input checked="" type="checkbox"/> Cover/Spine Issues	<input type="checkbox"/> Liquid Damage/Stained
<input type="checkbox"/> Other (describe below)	<input type="checkbox"/> Missing CD/DVD
<u>No loose pages - CND</u>	
<u>Small tear on front cover - CDH</u>	

Item Condition Report	
<input type="checkbox"/> Binding Issues	<input checked="" type="checkbox"/> Writing/Highlighting
<input type="checkbox"/> Cover/Spine Issues	<input type="checkbox"/> Liquid Damage/Stained
<input type="checkbox"/> Other (describe below)	<input type="checkbox"/> Missing CD/DVD
<u>Minimal highlighting - CSF</u>	

Item Condition Report	
<input type="checkbox"/> Binding Issues	<input checked="" type="checkbox"/> Writing/Highlighting
<input checked="" type="checkbox"/> Cover/Spine Issues	<input type="checkbox"/> Liquid Damage/Stained
<input type="checkbox"/> Other (describe below)	<input checked="" type="checkbox"/> Missing CD/DVD
<u>Heavy Pen markings; loose front cover</u>	
<u>-CLO</u>	

Item Condition Report	
<input type="checkbox"/> Binding Issues	<input type="checkbox"/> Writing/Highlighting
<input type="checkbox"/> Cover/Spine Issues	<input type="checkbox"/> Liquid Damage/Stained
<input checked="" type="checkbox"/> Other (describe below)	<input type="checkbox"/> Missing CD/DVD
<u>CD inside back cover - CSF</u>	



Borrower Responsibility (Receiving Items)

Item(s) should be checked for damage upon receipt prior to being loaned to the patron.

1. Verify any previous damage that was noted
2. Check for any damage not noted by the Lender
3. Indicate any new damage on the CSU+ slip/sticker
4. Indicate any new damage on the “Note to Partner” field while *Receiving Items* (makes a note on both lender and borrower side)

Note to Partner - Borrower (Receiving Items)


Received Items

Identifier type Barcode External identifier


Received format Physical Digital Physical non-returnable

Automatically notify patron

Internal note

 Note to partner

Barcode


 No records were found.

Note to Partner - Lender side

4 **Roman cities = Les villes romaines / by Pierre Grimal ; translated and edited by G. Michael Woloch ; together with a descriptive catalogue of Roman cities by G. Michael Woloch.** Edit Print Slip ...

Book (Book - Physical) text; unmediated; volume By Grimal, Pierre, (Madison, Wis. : University of Wisconsin Press 1983.)

ISBN: 0299089304 and others
OCLC Number: 214300061
LCCN: 81069831
Series: Wisconsin studies in classics.
Subject: Cities and towns--Rome--History. -- City planning--Rome. -- Villes--Rome--Histoire. and others
MMS ID: 991003489979702905

External identifier: 1//01CALSPUP0012175 **Barcode:** 30550010529335
Request Status: Received by partner **Request with active notes** 
Resource Locate Status: Resource Located
Requested Media: Any
Partner: Pomona
Due Date: 07/04/2019
Request Printed: No
Request Reported: Yes
Requested Format: Physical



Alerts Physical (2)

Roman cities = Les villes romaines /

Partner name Pomona
External identifier 1//01CALSPUP0012175

General Information **History** General Messages **Notes** Items Attachments

1 - 1 of 1 Created by

Update Notes  

Created On	Updated On	Updated By	Note	
1 04/16/20...	04/16/20...	System	[Receive] Note:TEST: RS DAMAGED ITEMS POLICY (Jaime 4/16/2019)	<input type="button" value="..."/>

Optional: Fulfillment Note

- ❖ Describe all damage that has been noted from both the borrower and lender into the Fulfillment Note field during Receiving Items.


The screenshot shows the 'Receive Items' form with the following fields and values:

- Title: Daily life in Renaissance Italy /
- External identifier: 01CALSUN0005755
- Automatically print slip: Yes No
- Item policy: CalState RS Long Loan
- Location: Resource Sharing Long Loan
- Fulfillment note: TEST CIRC FULFILLMENT NOTE (indicated by a blue arrow)
- Internal note: (empty)
- Due date: 10/24/2019
- Fund: (empty)
- Patron Receive Cost: 0.00 USD
- For Reading-Room Use Only:
- Multiple items:
- Temporary barcode: 30550012493076

A 'Confirmation Message' dialog box is overlaid on the form, containing the following text:

Confirmation Message

Please note the following:

-  Fulfillment Notes: TEST CIRC FULFILLMENT NOTE.

Are you sure you want to perform this action?

Buttons: Cancel, Confirm

At the bottom of the form, there are 'Cancel' and 'Save' buttons.



Received an Item in a poor condition?

If the Borrower receives an item in an unacceptable condition don't receive the item in ALMA.

1. Create New Request: Borrower will duplicate the CSU+ request for the patron to receive a different copy.

- If no other copies are available through CSU+, borrower will contact the patron in regard to acquiring the book through ILL.

2. Contact Partner: After duplicating the request, Borrower will notify the Lender of the unacceptable item by General Message and/or direct email.

Received an Item in a poor condition?

3. **Mail Item back:** Mail the item back to the owning institution with the request status “Shipped Physically”.

- CSU+ request will be completed when the item is checked in at the owning library.

The screenshot shows a library catalog record for the book "How to photograph cats" by Robert (Harper) ©1985. The record includes various identifiers and metadata. A blue arrow points to the "Request Status: Request Completed" field. The left sidebar shows navigation options like "Interest Date" and "Patron Information".

2 <input type="checkbox"/>	How to photograph cats / Book By Pearcy, Robert (Harper ©1985.) ISBN: 9780060912277 OCLC Number: 10878762 LCCN: 84047593 MMS ID: 991008402015602915	External identifier: 01CALSPUP0011992 Internal Identifier: 3256619080002915 Request Status: Request Completed Partner: Dominguez Hills Requester: [REDACTED] Due date: 06/21/2019 Pickup At: Cal Poly Pomona University Library Requested Format: Physical Creation Date: 04/03/2019 Update Date: 04/03/2019
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Other details

Was an item damaged while in transit?

If significant damage occurred while in transit, and the item no longer meets the “acceptable loan conditions”, the borrower will contact the lender to proceed with filing a [Damage Claim with Unity](#).





Damaged item returned by patron

- ❖ Borrowing library staff handling CSU+ Items should do the following:
 - Do not check in items that are damaged.
 - Email the lending institution with pictures of the damage.
 - After emailing the lender route the request from “Loaned item to patron” to “Reported damaged item to partner”.
 - Do not send the item to the lending campus.



Damaged item returned by patron

- ❖ Lending library will assess the extent of the damage and decide whether they will accept the damaged item or if a replacement copy is needed.
 - Lending library should send a reply within 5 business days of receiving notice of the damaged item.
 - Lack of response from the lending library signifies that they will accept the item in its current state.



Campus accepts Replacement Copy?

- ❖ Campus accepts replacement copy?
 - Lending library will proceed with local policy to determine what's an acceptable replacement.
 - Lender will let the borrowing institution know what is an acceptable replacement.
 - Borrowing library sends replacement copy to lender.



Campus does not accept Replacement Copy?

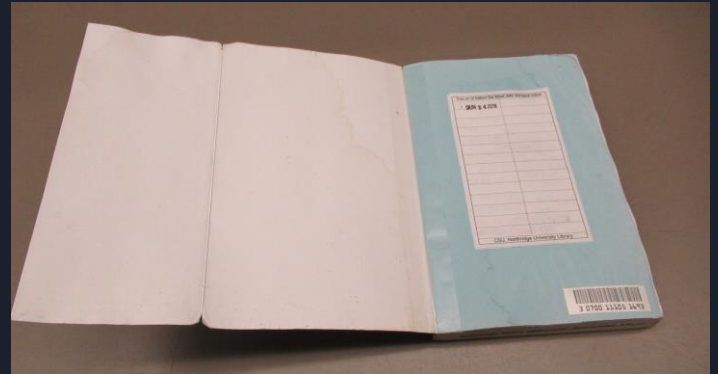
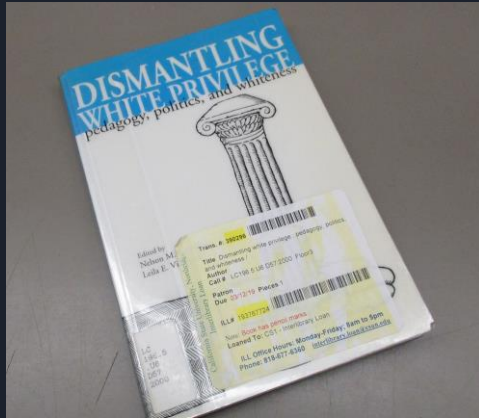
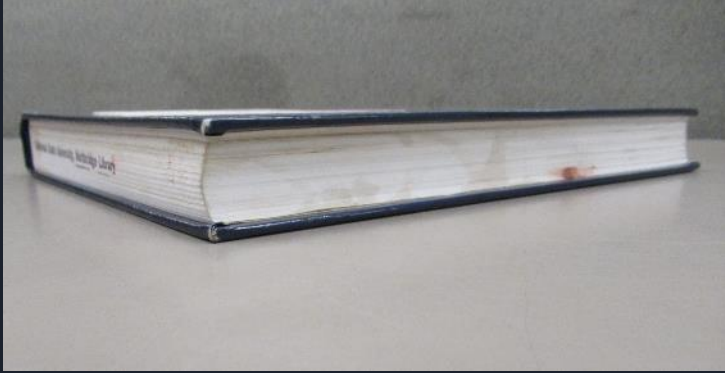
- ❖ Borrowing Library should do the following:
 - Delete the loan from patron's account.
 - Collect/Dismiss fine per local policy.
 - Send general message to lender indicating the item was damaged, won't be returned and fine has been resolved.
 - Discard the damaged item or allow patron to keep.



Campus does not accept Replacement Copy?

- ❖ Lending library will route the CSU+ request to “Lost”.
 - Staff at the lending institution will inform their tech services department of the “lost” (damaged) item.
 - Follow local procedures to consider re-purchasing the item.

Damaged items returned to lender





Damaged item returned to lender without prior contact?

CSU staff at the lending library should contact the borrowing library to identify when the damage occurred.

- ❖ Borrowing library is responsible?
 - Proceed with local policy to determine if replacement copy is acceptable

 - List of [CSU's that do not accept a replacement copy](#).

- ❖ Damage occurred in Transit?
 - Follow procedures for submitting a [Unity Claim](#).

Damaged Item Workflow Chart

