

PROCEDURES FOR DAMAGED ITEMS

Talk to Basil Martin to determine whether we want the patron to buy a replacement copy for us or give us the money to purchase the replacement. Include title, author, and publication information in an email.

Note: The replacement fee for a general academic book is \$75. Sometimes we can find a cheaper copy elsewhere, like through GOBI. We prefer hardcover copies because they are more durable than paperback.

If Basil says we want the money to purchase a replacement ourselves, contact Duane Fague. Duane can look up books in GOBI. Per Basil email on 2-23-21: we always charge the processing fee unless there are special circumstances.

The next step is to add the replacement fee and processing fee (\$20) in Alma. Contact Melissa Pierce for help if needed.

Per Ginger phone call on 2-16-21: Patron will have to pay for the item one way or another. If they have overdue fees, I can waive those if I want.

Return the book in ALMA. Add a circulation note on her account, with the barcode in case person ever disputes charges.

Have Duane suppress the book.

Patron does not need to show or give you the damaged book.

Let the charge go to student accounts, so that you do not have to handle the money. All charges set to go directly to the Bursar on the 2nd of every month.