To:_____Library
(owning)
Damaged Item: DO NOT CHECK IN!
See https://www.iflsweb.org/more/damageditems
or submit an IFLS Help Desk ticket with general questions

Remember:
- Do not bill for the item. The owning library applies the bill
- If your library fills a hold with a damaged item, the owning library may bill your library
- Contact the library's "damaged item contact" if you have questions for the owning library
- Put a dated message in the item record with a brief note about where/why you are sending

1. Item information:

Title:_____

Barcode:_____

Damage noted at _____Library

By (initials)_____ On (date)_____

2. Choose one of the following:

☐ Item arrived in courier with damage not previously noted by owning library
- **DO NOT** circ the item to your patron
- Submit an IFLS Help Desk ticket immediately if you suspect the courier damaged it (ex. arrives wet)
- Otherwise, complete and attach this form, check in, and do not fulfill hold to put item in transit to owning library
- Transfer or cancel your patron's hold as appropriate

Note: If your item was returned in courier with damage
- Submit an IFLS Help Desk ticket if you suspect courier damage
- If not, contact the borrowing library if you wish to bill for the damage

☐ Damaged item was returned to our library and the patron has been notified

- Patron record number: .p_____

- Patron contacted on (date):_____

☐ Check here if your library should be billed rather than your patron

☐ Item was returned to our library with damage that appears to be normal wear-and-tear (ex. torn page, binding issue)
- Check item in, do not fulfill hold if applicable
- Send back to the owning library so the damage can be noted and/or repaired
- *Note: The owning library may still decide the damage warrants a bill*

3. Damage Description. Add detail on reverse:

☐ Binding   ☐ Broken case
☐ Torn pages: pg._____   ☐ Disc damage: #_____
☐ Stains   ☐ Part missing; specify ➜
☐ Liquid damage   ☐ Cover
☐ Barcode won't scan   ☐ Other; specify ➜