

# Lost and Damaged Items

Laura Hull - Peabody Public Library

Portia Kapraun - Monticello-Union Township Public Library



# Lost Items

Lost by your patrons, their patrons, or InfoExpress



# When YOUR item gets Lost

## In Transit-

How long has it been in transit? More than a week or two?

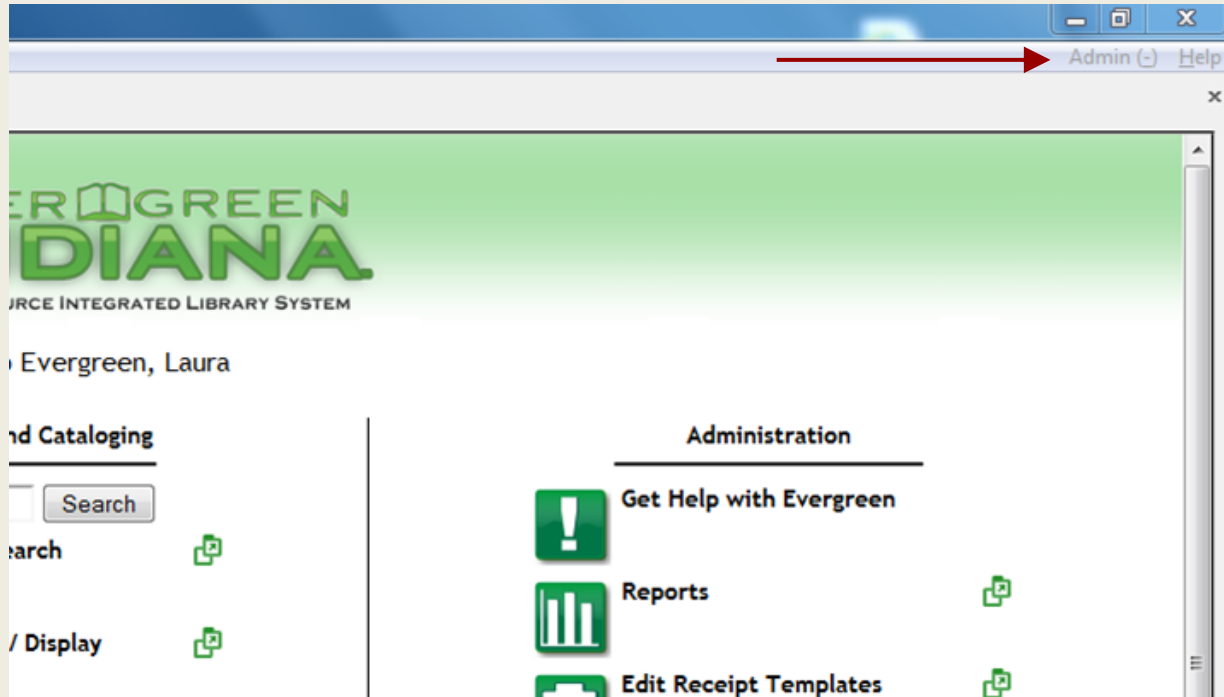
The courier could have carried it away. Courier bags have been known to go astray.

Contact David M. Hicks: [dhicks@library.IN.gov](mailto:dhicks@library.IN.gov)

He will need shipping information including the parcel ID#

Figure out when the item shipped, which library put the item In Transit and the destination library. Admin > Local Administration > Transit List

# When YOUR item gets Lost



# When YOUR item gets Lost

1: pbplcc-lhull@PBPLCC-laptop2015.evergreen.lib.in.us

File Edit Search Circulation Cataloging Acquisitions Booking

Transits +

Go Back

Reload

Go Forward

▼ Transit Filter

Transit Library

Transit from ▾ PBPLCC Peabody Public Library - Columbia City ▾

Retrieve Transits

Transit Date falls between

Today - 21 days ▾ Today ▾

Transits

Print Transits

#	Barcode	Call Number	Title	Transit Destination	Transit ID	Transit Send Time	Transit Source
1	34194000878398	Gentle Per	Twice in a lifetime	UCPLB	4022253	2015-03-25 1:33 PM	PBPLCC
2	30403000802827	NON-FICTION 658.4 BEATTY	The world according ...	MFPLM	4024478	2015-03-26 12:18 PM	PBPLCC
3	30403002052009	JE BEE	Stanley the builder	MFPLM	4028432	2015-03-27 4:40 PM	PBPLCC
4	30403002052827	JE BEE	Stanley's garage	MFPLM	4028434	2015-03-27 4:40 PM	PBPLCC
5	30403001694769	NON-FICTION 947.083 RAPPA	The last days of the R	CCPLC	4032441	2015-03-30 12:32 PM	PBPLCC

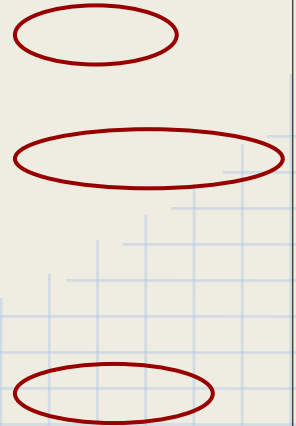
# When YOUR item gets Lost

## In Transit-

It is always possible that the last patron to check out the item isn't a member of the library where the checkout occurred and/or the return/shipping library is different from the circulating library.

Select item> Show Item Details

# When YOUR item gets Lost



# When YOUR item gets Lost

What is the most recent checkout history for this item?

Select Item> Show Last few Circulations:



# When YOUR item gets Lost

## **In Transit-**

Email Mr. Hicks with all the details you have gathered.

If the item status is 'Available', the item made it to the owning library.

# When YOUR item gets Lost

## At another library-

You sent your book out in good faith that it would be returned. However, you have noticed that the item status has been 'On Holds Shelf' (or In Transit) for a few weeks.

You don't think it is an issue for Info Express. Call the library that is supposed to have your book and follow it up with an email.

The Circulation Contact List will have the phone number and email address of the person with whom you should begin your enquiry.

# When YOUR patron loses THEIR item

Remember, only the owning library may mark an item as Lost.

The good news is that things are a lot easier now. You can collect money for another library's lost item just like you would for your own.

Don't stop there, though. Be a good consortium member and let the owning library know. Make sure you note title, author, and barcode number.

# Damaged Items

Damaged comes in so many shapes and sizes.

What do they have in common?

Communication!

# When YOUR Patron Damages THEIR Item

What do you do when your patron has damaged a book belonging to another library?

1. Nothing. Generate a transit slip and ship it back hoping for the best.  
Or ship the book to fill another hold request.
2. Slip a note in the book noting the book has damage. Maybe someone will see the note when it reaches the home library.
3. Ship the item with a message attached/inserted stating your patron was responsible for the damage.
4. Enter a note or Alert Message on the patron's account detailing the item damage information.

# When YOUR Patron Damages THEIR Item

What do you do when your patron has damaged a book belonging to another library?

5. Call the owning library's Circulation List contact to make them aware of damage to their material.
6. Email the owning library's staff member, provided by the Circulation List contact, so you both have documented details of the incident.
7. Email and/or call the owning library and the circulating library if it was returned to your library and you are caught in the middle of the situation.

# When YOUR Patron Damages THEIR Item

What do you do when your patron has damaged a book belonging to another library?

Why contact the owning library?

Will the owning library want to see the item to assess the damage and verify/modify the amount owed?

# When YOUR Patron Damages THEIR Item

Which library gets to change the status of the item to DAMAGED? The one whose patron checked it out or the owning library? A third library may be involved if it is returned to a library that neither owns nor circulated the item.

Do you hold on to the item because your patron owns it once the damage fee is paid?

Do you ship the item back to the owning library? The owning library may want to assess the damage based on the age, type, and condition of the item before it reached your patron. The owning library may decide to lower or waive fees.



# When THEIR Item Comes to YOU Damaged

What do you do when a library transits an item to your library that is damaged?

Most material transiting to fill holds is in good shape.

We all have books with minor damage. Either the owning library didn't notice the stains, torn page, spine problem, or didn't consider the damage noteworthy.

Some libraries add notes/alerts to items that pop-up when the barcode is scanned.

Sometimes you will see a note the receiving library put in the book noting the damage was there when received so their patron won't be blamed.

# When THEIR Item Comes to YOU Damaged

What do you do when a library transits an item to your library that is damaged?

How can transiting damaged material contribute to poor patron service?

We received an item with mold. It was the only book of that title available in Evergreen. What we did:

A call was placed to the owning library about the condition of the book.

A decision was made, based on availability of the title, to let the patron determine if she would check the book out in that condition.

In the meantime, we put in an ILL request for the book.

Our patron decided NOT to check out the moldy book.

The ILL copy arrived but the patron was rushed to read the book in time for her meeting.

# When THEIR Item Comes to YOU Damaged

What do you do when a library transits an item to your library that is damaged?

What could have been better patron service?

The owning or transiting library could have notified the borrowing library of the books condition before shipping. It would have served the patron better to begin the ILL process sooner.

Remember: the transiting library isn't always the owning library.

The owning library staff may need to contact each library having circulated the item since it left the owning library to determine whom to bill.

# When our items are damaged intransit

What do you do when InfoExpress is responsible for that damaged item?

You shipped book in good condition.

What do you do when the book doesn't reach its destination but gets returned to you soaking wet?

A DVD was shipped back to your library, in good condition, after your patron returned it to another Evergreen library.

What do you do when the DVD shows up broken?

# When our items are damaged intransit

What do you do when InfoExpress is responsible for that damaged item.

Determine that the damage did indeed happen during shipment.

Submit an Info Express claim form.

# When our items are damaged intransit

What to do when Info Express is responsible for that damaged item.



**INFO EXPRESS**  
Delivery Services for Indiana Libraries

[Home](#)   [Instructions](#)   [Add/Renew Account](#)   [Participants List](#)   [User Manual](#)   [FAQs](#)

[Create New Shipping Manifest or Add to Existing Shipping Manifest](#)

[Edit or Delete a Destination for an Existing Shipping Manifest](#)

[View or Print Existing Shipping Manifest & Labels](#)

[Submit a Claim](#)

[Logout](#)

**Indiana State Library**  
315 W Ohio St, Indianapolis, IN  
46202  
**Phone:** (317) 232-3699  
**Toll free:** (877) 835-0014  
**Email:** [infoexpress@library.IN.gov](mailto:infoexpress@library.IN.gov)

# When our items are damaged in transit

***INFO EXPRESS*** **Damage Claim Form**  
Delivery Services for Indiana Libraries

Library Name: \_\_\_\_\_ Date: \_\_\_\_\_

Address: \_\_\_\_\_  
\_\_\_\_\_

Contact Name: \_\_\_\_\_

Email: \_\_\_\_\_

Description of Goods: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Describe Damage: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Date of Damage: \_\_\_\_\_ Cost of Damage: \$ \_\_\_\_\_

I/We declare that the answers given above are true and correct and I/we have not withheld any material information which will directly or indirectly affect the acceptance of this claim.



# Let's Talk

Who to contact and how to find them





# How to contact another EI Library

## The Member Directory

The screenshot shows a web browser window displaying the Evergreen Indiana library system interface. The browser's address bar shows the URL: `1: mutplm-pkpraun@MUTPLM-AdultServices.evergreen.lib.in.us`. The browser's menu bar includes `File`, `Edit`, `Search`, `Circulation`, `Cataloging`, `Acquisitions`, and `Booking`. The browser's address bar also shows `Admin` and `Help`. The browser's tabs include `1 Bib Record: i978-0-545-01022-1`, `2 Membership Directory`, and `3 Portal`. The main content area features the Evergreen Indiana logo and the text "Welcome to Evergreen, PORTIA". Below the logo, there are three main sections: "Circulation and Patrons", "Item Search and Cataloging", and "Administration". The "Administration" section includes a link for "Evergreen Member Directory", which is highlighted with a red arrow.

**Evergreen INDIANA**  
OPEN SOURCE INTEGRATED LIBRARY SYSTEM

Welcome to Evergreen, PORTIA

**Circulation and Patrons**

- Check Out Items (Retrieve Patron By Barcode)
- Check In Items
- Register Patron(s)
- Search For Patron By Name
- Pull List for Hold Requests

**Item Search and Cataloging**

Search

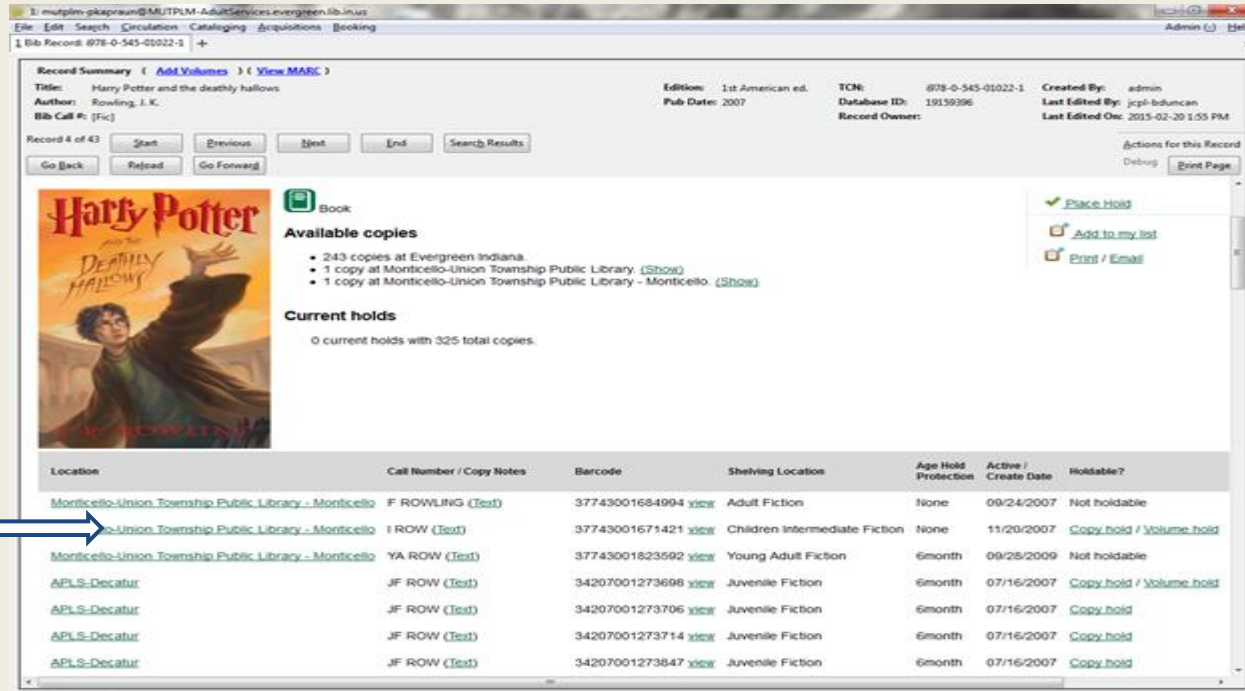
- Advanced Search
- Item Status / Display
- MARC Batch Import / Export
- z39.50 Import

**Administration**

- Get Help with Evergreen
- Reports
- Edit Receipt Templates
- Evergreen Member Directory
- Payment Reconciliation Reports

# How to contact another EL Library

## From the OPAC



The screenshot shows a web browser window displaying an OPAC record for the book "Harry Potter and the Deathly Hallows". The record includes metadata such as title, author, edition, and publication date. It also shows the number of available copies at various locations and a list of current holds. A blue arrow points to the "Monticello-Union Township Public Library - Monticello" entry in the available copies list.

**Record Summary** ( [Add Volumes](#) ) ( [View MARC](#) )

**Title:** Harry Potter and the deathly hallows  
**Author:** Rowling, J. K.  
**Bib Call #:** [Fic]

**Edition:** 1st American ed.  
**Pub Date:** 2007

**TCN:** 078-0-545-01022-1  
**Database ID:** 19159396  
**Record Owner:**

**Created By:** admin  
**Last Edited By:** jcp1-bduncan  
**Last Edited On:** 2015-02-20 1:55 PM

Record 4 of 43    [Start](#)    [Previous](#)    [Next](#)    [End](#)    [Search Results](#)

[Go Back](#)    [Refresh](#)    [Go Forward](#)

**Book**

**Available copies**

- 243 copies at Evergreen Indiana.
- 1 copy at Monticello-Union Township Public Library. ([Show](#))
- 1 copy at Monticello-Union Township Public Library - Monticello. ([Show](#))

**Current holds**

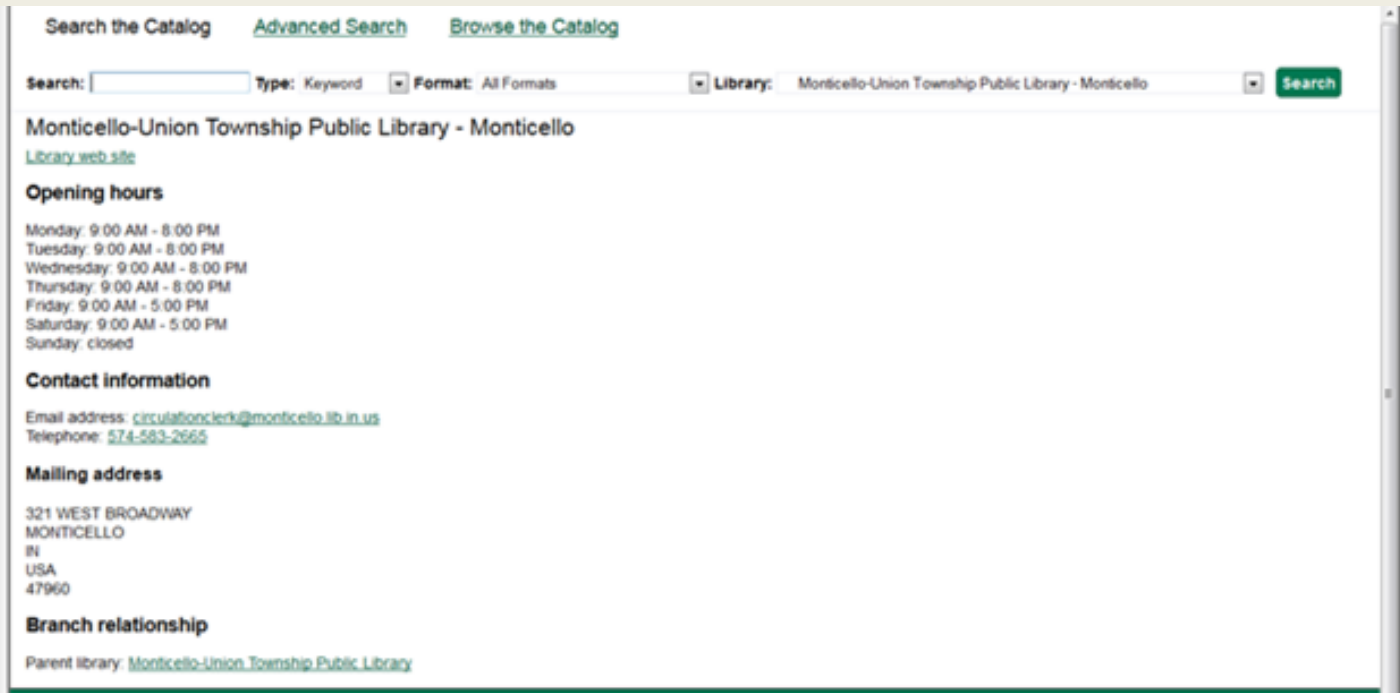
0 current holds with 325 total copies.

**Actions for this Record**

- [Place Hold](#)
- [Add to my list](#)
- [Print / Email](#)

Location	Call Number / Copy Notes	Barcode	Shelving Location	Age Hold Protection	Active / Create Date	Holdable?
<a href="#">Monticello-Union Township Public Library - Monticello</a>	F ROWLING (Text)	37743001684994 <a href="#">view</a>	Adult Fiction	None	09/24/2007	Not holdable
<a href="#">Monticello-Union Township Public Library - Monticello</a>	I ROW (Text)	37743001671421 <a href="#">view</a>	Children Intermediate Fiction	None	11/20/2007	Copy hold / Volume hold
<a href="#">Monticello-Union Township Public Library - Monticello</a>	YA ROW (Text)	37743001823592 <a href="#">view</a>	Young Adult Fiction	6month	09/28/2009	Not holdable
<a href="#">APLS-Decatur</a>	JF ROW (Text)	34207001273698 <a href="#">view</a>	Juvenile Fiction	6month	07/16/2007	Copy hold / Volume hold
<a href="#">APLS-Decatur</a>	JF ROW (Text)	34207001273706 <a href="#">view</a>	Juvenile Fiction	6month	07/16/2007	Copy hold
<a href="#">APLS-Decatur</a>	JF ROW (Text)	34207001273714 <a href="#">view</a>	Juvenile Fiction	6month	07/16/2007	Copy hold
<a href="#">APLS-Decatur</a>	JF ROW (Text)	34207001273847 <a href="#">view</a>	Juvenile Fiction	6month	07/16/2007	Copy hold

# How to contact another EI Library



Search the Catalog   [Advanced Search](#)   [Browse the Catalog](#)

Search:    Type: Keyword   Format: All Formats   Library: Monticello-Union Township Public Library - Monticello   [Search](#)

**Monticello-Union Township Public Library - Monticello**  
[Library web site](#)

**Opening hours**

Monday: 9:00 AM - 8:00 PM  
Tuesday: 9:00 AM - 8:00 PM  
Wednesday: 9:00 AM - 8:00 PM  
Thursday: 9:00 AM - 8:00 PM  
Friday: 9:00 AM - 5:00 PM  
Saturday: 9:00 AM - 5:00 PM  
Sunday: closed

**Contact information**

Email address: [circulationledu@monticello.lib.in.us](mailto:circulationledu@monticello.lib.in.us)  
Telephone: [574-583-2965](tel:574-583-2965)

**Mailing address**

321 WEST BROADWAY  
MONTICELLO  
IN  
USA  
47960

**Branch relationship**

Parent library: [Monticello-Union Township Public Library](#)

# How to contact another EI Library

The screenshot shows the Indiana State Library website. At the top, there is a navigation bar with 'IN.gov' and 'GOVERNOR MIKE PENCE'. Below this is a search bar and a menu with categories like 'About Indiana', 'Agriculture & Environment', 'Business & Employment', 'Education & Training', 'Family & Health', 'Law & Justice', 'Public Safety', 'Taxes & Finance', and 'Tourism & Transportation'. The main content area features the 'Indiana State Library' logo and the 'EVERGREEN INDIANA' logo with the tagline 'OPEN SOURCE INTEGRATED LIBRARY SYSTEM'. A sidebar on the left lists various services and resources. The main text area is titled 'The Evergreen Indiana Open-Source ILS Initiative' and contains several paragraphs of text. A 'Top FAQs' box is visible on the right. At the bottom, there is a 'Talking Book Braille Library' logo and a list of 'Evergreen Indiana Resources' including 'Evergreen Indiana Catalog Communications', 'Conferences', 'FAQs', 'Governance', 'Innovation Resources', 'New & Future Members', 'Policies & Procedures', 'Catalogs', and 'Publicity'. A blue arrow points from the text 'Click on Communications' to the 'Communications' link in the 'Evergreen Indiana Resources' list.

IN.gov

GOVERNOR MIKE PENCE

Library Search

Indiana State Library

LIBRARY HOME

Online Services

Top FAQs

I Want To...

1. Obtain a Library Card

2. Research My Family's History

3. Receive Research or Reference Assistance

4. Access Indiana's Virtual Library

5. Take a Tour of the State Library

6. Find Resources for the Visually Impaired

7. Search the State Library Catalog

8. Find statistics about Indiana

### The Evergreen Indiana Open-Source ILS Initiative

Evergreen Indiana is a growing consortium of 107 public, school and institutional libraries located throughout Indiana that use the Evergreen ILS. Patrons of member libraries can use their Evergreen Indiana library card to view the catalogs and borrow materials from the other member libraries. For a full list of participating libraries, please visit the [communications](#) page.

The Evergreen Indiana project is being funded by the Indiana State Library through Library Services and Technology Act (LSTA) grants. The services provided by the State Library include purchasing and maintaining the central servers, personnel costs in operating the system, training, software development, data conversion, and other related expenses.

The Evergreen Indiana Consortium is accepting applications from libraries seeking to migrate to Evergreen. Requests for membership are approved by the Executive Committee at its regularly scheduled meetings. Libraries interested in joining the consortium must have Board of Trustees approval and submit a completed Membership Application Packet. For more information about joining Evergreen Indiana, please visit the [New & Future Members](#) page.

### Evergreen Indiana Resources

- Evergreen Indiana Catalog
- Communications
- Conferences
- FAQs
- Governance
- Innovation Resources
- New & Future Members
  - Join Now
  - Website About
- Policies & Procedures
  - Catalogs
  - Circulation
  - Publicity

Click on  
Communications

# How to contact another EI Library

## Leadership Contact Lists

[Committee Members](#): Listing of current governance committee members with contact information and service terms.

[Circulation Support List](#): A full list of direct contacts for circulation and transit issues amongst Evergreen Indiana libraries.

Scroll down and Click on  
Circulation Support List



Save this list on your desk top or browser favorites for easy access.

# How to contact another EL Library

Circulation Support Contact List						
Library Name	Library Identifier	Item Prefix	Contact Name	Title	Email	Phone
Middletown Fall Creek Public Library	MFCPLM	76331	Teresa Dennis	Director	<a href="mailto:teresaholden@yahoo.com">teresaholden@yahoo.com</a>	765.354.4071
Milford Public Library	MFPLM	72433	Julie Frew	Director	<a href="mailto:jfrew@milford.lib.in.us">jfrew@milford.lib.in.us</a>	574.658.4312
Mitchell Community Public Library	MTCPML	36823	Alexis Caudell	Director	<a href="mailto:acaudell@mitchell.lib.in.us">acaudell@mitchell.lib.in.us</a>	812.849.2412
Monon Town & Township Public Library	MTTPLM	36825	Jo Minnick	Director	<a href="mailto:jminnick@monon.lib.in.us">jminnick@monon.lib.in.us</a>	219.253.6517
Monon Town & Township Public Library	MTTPLM	36825	Barbara Rayburn		<a href="mailto:brayburn@monon.lib.in.us">brayburn@monon.lib.in.us</a>	219.253.6517
Montezuma Public Library	MPLM	36754	Jayanne Rumble	Director	<a href="mailto:Director@montezuma.lib.in.us">Director@montezuma.lib.in.us</a>	765.245.2772
Monticello Union Township Public Library	MUTPLM	37743	Scott Miller	Circulation Manager	<a href="mailto:smiller@monticello.lib.in.us">smiller@monticello.lib.in.us</a>	574.583.2665
Montpelier Harrison Township Public Library	MHTPLM	76052	Cathy Leas	Interim Director	<a href="mailto:cdladybug@hotmail.com">cdladybug@hotmail.com</a>	765.728.5969
Mooresville Public Library	MVPLM	37323	Virginia Jensen	Circulation Coordinator	<a href="mailto:virginiaj@mooresville.lib.in.us">virginiaj@mooresville.lib.in.us</a>	317.831.7323
Morgan County Public Library	MCPLM; MCPLB; MCPLC; MCPLMV; MCLMT; MCPLW	78551	Krista Ledbetter	Director	<a href="mailto:kristag@mail.morg.lib.in.us">kristag@mail.morg.lib.in.us</a>	765.342.3451 x19
	NWCPL; LVMTL; MCL; RLL					
Newton County Public Library	NWCPL; LVMTL; MCL; RLL	1561	Mary Kay Emmrich	Director	<a href="mailto:director@newton.lib.in.us">director@newton.lib.in.us</a>	219.992.3490
Newton County Public Library	NWCPL; LVMTL; MCL; RLL	1561	Jennifer Arrenholz	Assistant Director	<a href="mailto:assistantdr@newton.lib.in.us">assistantdr@newton.lib.in.us</a>	219.992.3490
Newton County Public Library, Lake Village Main Branch	LVMTL	1561	Sandy Canaday	Lake Village Contact	<a href="mailto:lakevillage@newton.lib.in.us">lakevillage@newton.lib.in.us</a>	219.992.3490
Newton County Public Library, Morocco Branch	MCL	1561	Jane Guley	Morocco Branch Contact	<a href="mailto:morocco@newton.lib.in.us">morocco@newton.lib.in.us</a>	219.285.2664
Newton County Public Library, Roselawn Branch	RLL	1561	Saya Tepavcevih	Roselawn Branch Contact	<a href="mailto:roselawn@newton.lib.in.us">roselawn@newton.lib.in.us</a>	219.345.2010
Noble County Public Library	NCPLC; NCPLW; NCPLC	38131; 38132;38133	Jennifer Steffey	Technical Services	<a href="mailto:jsteffey@nobleco.lib.in.us">jsteffey@nobleco.lib.in.us</a>	260.636.7197
	NWCLN	72436				
North Webster Community Public Library	NWCLN	72436	Paula Markley	Technical Services	<a href="mailto:pmarkley@mweb.lib.in.us">pmarkley@mweb.lib.in.us</a>	574.834.7122
North Webster Community Public Library	NWCLN	72436	Helen Leinbach	Director	<a href="mailto:hleinbach@mweb.lib.in.us">hleinbach@mweb.lib.in.us</a>	574.834.7122
Odon Winkelpfleck Public Library	OWPLO	70142	Marsha Lynn	Director	<a href="mailto:OdonLibrarian@aol.com">OdonLibrarian@aol.com</a>	812.636.4949
Osgood Public Library	OPL; OPLO; OPLM	39692	Kim Porter	Director	<a href="mailto:director@osgoodlibrary.org">director@osgoodlibrary.org</a>	812.689.4011
Otterbein Public Library	OTBPLO	34046	Patti Foster	Interim Director	<a href="mailto:director@otterbeinpubliclibrary.org">director@otterbeinpubliclibrary.org</a>	765.583.2107
Oxford Public Library	OXPLO	34045	Brittany Hays	Director	<a href="mailto:oxfordlibrary@ibcglobal.net">oxfordlibrary@ibcglobal.net</a>	765.385.2177
Paoli Public Library	PAOPLP	79593	Cynthia Webb	Interim Director	<a href="mailto:cwebb75@hotmail.com">cwebb75@hotmail.com</a>	812.723.3841
Peabody Public Library	PBPLCC	73922	Laura Hull	Circulation Manager	<a href="mailto:lhull@ppl.lib.in.us">lhull@ppl.lib.in.us</a>	260.244.5541
Peabody Public Library	PBPLCC	73922	Mary Hartman	Director	<a href="mailto:MHartman@ppl.lib.in.us">MHartman@ppl.lib.in.us</a>	260-244-5541
Peabody Public Library	PBPLCC	73922	Sarah Field	Circulation	<a href="mailto:sfield@ppl.lib.in.us">sfield@ppl.lib.in.us</a>	260-244-5541
Perry County Public Library - Cannelton Branch	CNPLP	70622	Sally Walker	Branch Manager	<a href="mailto:Canneltonpl@yahoo.com">Canneltonpl@yahoo.com</a>	812.547.6028
Perry County Public Library - Tell City and Bookmobile	TCPCPL; TCPCPLB	70621	John Mundy	Director	<a href="mailto:jmundy@tcpcplibrary.org">jmundy@tcpcplibrary.org</a>	812.547.2661
	PPLP					
Peru Public Library	PPLP	75521	Maryann Farnham	Director	<a href="mailto:perupubliclibrary@yahoo.com">perupubliclibrary@yahoo.com</a>	765-473-3069
Peru Public Library	PPIP	75521	Michael Rasor	Circulation	<a href="mailto:rasormichael@att.net">rasormichael@att.net</a>	765-473-3069



What do you say?



**Any stories to  
share of good or  
bad experiences?**



The image features a light beige background with a decorative grid pattern of thin blue lines in the top-left and bottom-right corners. The grid lines are of varying lengths, creating a stepped effect. Centered on the page is the word "Questions?" in a large, bold, dark blue sans-serif font.

Questions?

# Our Contact Information

Laura Hull  
Peabody Public Library  
260-244-5541  
lhull@ppl.lib.in.us

Portia Kapraun  
Monticello-Union Township Public Library  
574-583-2665 x307  
pkapraun@monticello.lib.in.us