

Damaged Items with Holds in CARL-X

This procedure is meant for items coming in to fill holds. When an item is marked “Damaged” upon check in, it will change the status to “Damaged” without filling a hold or putting the item in transit. If the item is already on the Hold Shelf or has a “Hold in Transit” status, the item status will be changed to “Damaged”, and the patron will be placed at the top of the holds queue. A note will be added to the item record that says “Item marked as damaged during Check In.”

It is not meant for charging patrons for damaged items.

1. In CARL-X Staff, go to Circulation > Return (F3). Check the “Damaged Item” checkbox.

Enter Barcode:	<input type="text"/>	Return Date:	<input type="text" value="5/18/2021"/>	<input type="checkbox"/> Override Date	<input checked="" type="checkbox"/> Damaged Item	Fines:	<input type="text" value="Don't prompt"/>
Barcode	Due Date	Information	Call Number	Title	Branch	Location	Media

2. Scan barcode in the “Enter Barcode” box.

You will see the item has a note that says it is a Damaged Item.

Enter Barcode:	<input type="text" value="Item Barcode"/>	Return Date:	<input type="text" value="5/18/2021"/>	<input type="checkbox"/> Override Date	<input checked="" type="checkbox"/> Damaged Item	Fines:	<input type="text" value="Don't prompt"/>
Barcode	Due Date	Information	Call Number	Title	Branch	Location	Media
37466000524082		Damaged Item	Murakami	The wind-up bird chronicle /	NDSIS	AFICM	ABK

3. Click “Close” if finished or uncheck the Damaged Items checkbox if you wish to check in items that are not damaged.

Again, this will not generate a bill for the patron if that is the intention. If a bill is needed, staff should follow the Lost and Damaged Procedure. A bill will need to be manually created using the Billing Template.