

# CSU+ Item Condition Policy

## Item Conditions

Acceptable: What are acceptable conditions for loans?

- **Binding Issues-** Minimal binding damage (slightly loose or cracked but no missing or loose pages)
- **Cover/Spine Issues-** Cover/spine is worn or damaged but the book is readable and the binding is generally intact
- **Writing/Highlighting-** Books with highlighted or otherwise marked pages that are still legible. Books with heavy markings are ok to send as long as the text is legible; the extent of the markings (e.g. heavy, minimal) should be noted in the Other field.
- **Liquid Damage/Stained-** Books that have minimal liquid damage
- **Missing CD/Books-** Books that would typically include supplementary AV materials
- **Other-** Note extent of markings, wrinkled, scratched, stained, or dog-eared pages but the words on the pages are still legible and the pages are not wet.

Unacceptable: What are unacceptable condition for loans?

- Crusted food or dirt in the pages
- Unpleasant smells coming from the book (e.g. could indicate mold or bacteria)
- Visible damage from insect (e.g. bedbugs)
- Binding is excessively loose
- Pages are falling out or missing
- Significant liquid damage/mold
- Pages are stuck together
- Excessive post it notes
- Broken disc cases
- Deeply scratched or warped discs

## Lender Responsibility

If an item meets the acceptable conditions to send via CSU+, the lender will note the condition of the item(s) in two ways:

1. **Strap/Sticker:** Any existing damage prior to sending items should be noted on the CSU+ slip/sticker

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"/> Missing pages	<input type="checkbox"/> Missing CD/DVD
<input type="checkbox"/> Other: _____	

2. **“Note to partner”** Field- Before scanning a barcode for updating, the lender will describe the pre-existing damage in the Note to Partner field (This is important because there is no way to add a note to partner after it has been updated to “shipped physically”). Adding a note to partner, will make a note on the Resource Sharing Request that both the lender and borrower can see and helps ensure that the user is not blamed for any pre-existing damage, should the CSU+ slip/sticker be removed.

**Screen shot:** Lender screen with a message describing the damage in the “Note to partner” field.

Shipping Items

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Automatically print slip  Yes  No

Shipping cost  USD

Location

Internal note

Partner

Scan request ID

Multiple items

Scan item barcode

Shipping format  Physical  Digital  Physical non-returnable

Due date

Note to partner

No records were found.

## Borrower Responsibility

### Receiving Items

When the item is received at the borrowing institution, it should be checked for damage before being loaned to the patron:

- 1. Verify Damage:** Borrower will scan the strap0/sticker to check for any damage not noted by the Lender and indicate any new damage on the CSU+ slip/sticker. 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.
- 2. Add Note to Partner:** At Receiving Items, Borrower will describe any unreported damage in the Note to Partner field before scanning the barcode. This will make a note on the Resource Sharing Request for both borrower and lender.

**Screen Shot:** Shows Borrower adding a “note to Partner” before scanning item(s) barcode

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.

**Screen Shot:** Shows “Note to Partner” received by Lender under **Tasks > Lending Requests > With active notes**

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  
**Request Status:** Received by partner  
**Resource Locate Status:** Resource Located  
**Requested Media:** Any  
**Partner:** Pomona  
**Due Date:** 07/04/2019  
**Request Printed:** No  
**Request Reported:** Yes  
**Requested Format:** Physical  
**Creation Date:** 04/12/2019  
**Update Date:** 04/16/2019

**Barcode:** 30550010529335  
 Request with active notes

Alerts  Physical (2)  Electronic  Digital  Other details

**Screen Shot:** Detailed view of note when double clicked on “Request with Active Notes”

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 [Search]

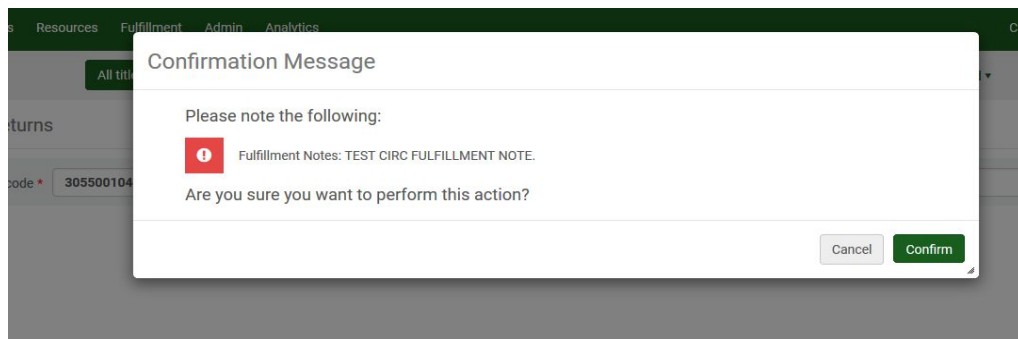
Update Notes + Add Note [Share] [Settings]

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)

**Optional: Add Fulfillment note:**

type all the damage described by both borrower and lender into the Fulfillment Note field during Receiving Items. This will serve as visual pop-up notice during check out so circulation staff can verbally inform the patron of any pre-existing damage

This fulfillment note will only show on the temporary bib record at the borrowing campus, not in the fulfillment notes for the lending campus. The note will remain in the temporary bib record until the item is returned.



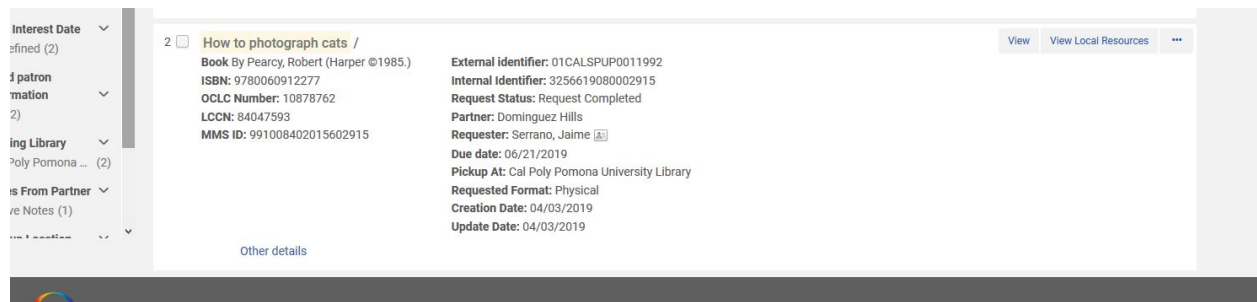
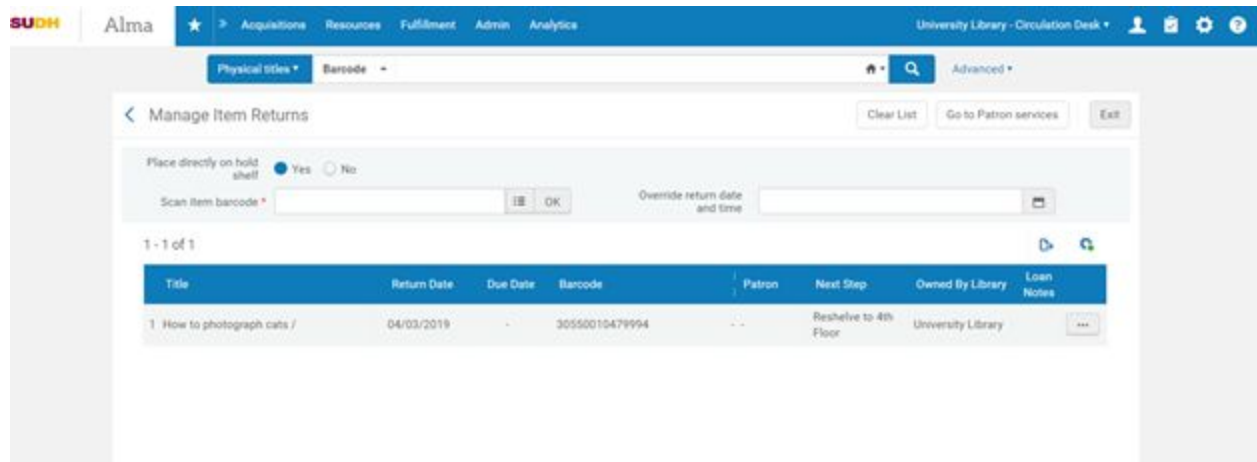
## Items Damaged in Transit

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

1. **Create New Request:** The borrower will instead 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.

3. **Submit Unity Claim:** If damage occurred while in transit, and no longer meets the “acceptable loan conditions, the borrower will contact the lender to proceed with a Damaged Claim with Unity. Borrower will send the book back to the owning library with the request status Shipped Physically. The CSU+ request will be completed when the item is checked in at the owning library.

**Screen Shot:** Item that was returned by Lender with “Shipped Physically” status; the request was received by the Lender and the request was completed on both ends



## Patron Returns Damaged Item

If the patron returns an item that is excessively damaged as outlined by the “unacceptable conditions” policy in this document, borrowing library staff handling CSU+ items should do as follows:

1. Do **not** check in the damaged item. CSU+ Staff at the borrowing library email the lender with pictures of the damage.

2. After contacting the lending library (with pictures of the damage), CSU+ staff should route request from “Loaned item to patron” to “Reported damaged item to partner”.
3. Do **not** send the item to the lending campus. Based on the images, the lending library will assess the extent of the damage and decide whether they will accept the damaged item or if replacement copy is needed.

**The 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.**

- If replacement copy is accepted, libraries will proceed with local policy to determine what is an acceptable replacement.
- If replacement copy is **not** accepted: the borrowing library should do as follows:
  - Delete loan from patron’s circulation record
  - Collect/ Dismiss fine per local policy
  - Send General Message to Lender indicating the item was damaged, won’t be returned & has been paid.
  - Discard the damaged item or allow the patron to keep

The lending library will route the CSU+ request to “Lost”. Staff will inform their tech services department of the “lost” (damaged) item and follow local procedures to consider re-purchasing the item.

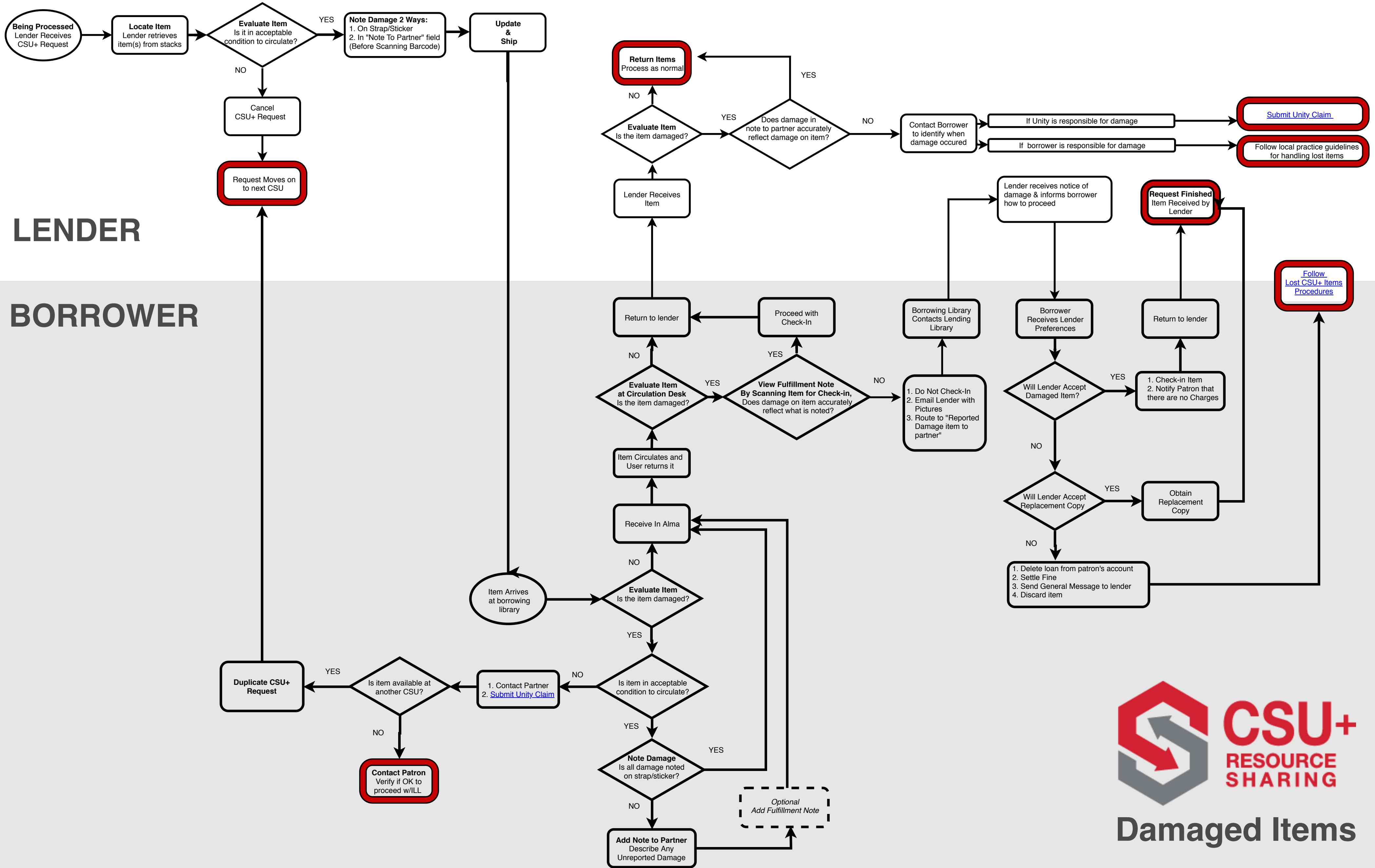
## Item returned to Lender with damage

In the event that an excessively damaged item unexpectedly makes its way back to the lending institution, CSU+ staff at the lending library will contact the borrowing library to identify when the damage occurred.

- If the borrowing library is responsible for the damage proceed with local policy to determine if a replacement copy is acceptable. For reference, here is a list of [CSU's that do not accept a replacement copy](#).
- If the damage occurred in transit, follow the procedures for submitting a [Unity Claim](#).

### **Damaged Item Workflow:**

[https://drive.google.com/file/d/1ylbA\\_COVVrSRpSRjy7-ZUp7yLcZK4ct/view?usp=sharing](https://drive.google.com/file/d/1ylbA_COVVrSRpSRjy7-ZUp7yLcZK4ct/view?usp=sharing)



# Damaged Items