

Replacement Items

If an item has been lost or damaged by a patron and the library allows the patron to replace the item instead of collecting the fine or replacement cost, here are a few steps for making sure the item is added correctly into the collection:

- Change the status of the item being replaced from n BILLED to \$ LOST AND PAID. This will help you know that the patron has taken care of the item and still have statistics – ONLY mark LOST AND PAID if you have the replacement in hand – never mark LOST AND PAID when there is no payment or item
- Check Sierra to make sure that the item in hand matches a record in the system. The replaced copy might not be exactly the same, so you shouldn't assume it can go on the old record
- If you find a match in Sierra, choose Attach New Item in the Summary tab and enter it like you would any new item. It should not be added to the old item record
- If you do not find a match in Sierra, check SkyRiver and treat it as a new record