Lost and Damaged Books - Report

UBorrow

UBorrow was implemented in March 2011. The system was designed for unmediated borrowing of books back and forth among the SUS’s. At the point of implementation, the implementation team delayed making decisions on how to handle lost books, damaged books, etc, in favor of evaluating the number of lost loans after a year’s time before determining how to proceed. In November of 2014 a survey was sent to representatives of the State University libraries to obtain votes on a proposed UBorrow Lost policy. The group consisted of at least one representative from each of the State Universities with the exception of Florida Polytechnic Universities. Three additional votes came from University branches or special libraries.

Objective:

* As of July 1, 2015, start implementing a LOST book process among the Florida State University Libraries system for UBorrow items.
* As of July 1, 2015, start implementing an UBorrow replacement fee for damaged items among the Florida State University Libraries system.

Facts:

* Almost all libraries have an existing automated overdue/lost notice schedule. Usually, after 2-3 notices and X number of days have passed, the system bills the patron for the lost item.
  + This changes the loan status in Circ to lost, and bills the patron for a replacement fee (plus any additional fees) based on what each borrowing library has set as a lost book charge.
  + The ALEPH Loan Report job, which would update lending library systems with lost book information, would be run after this billing process happens.
  + A lending library may charge a borrowing library a vastly different amount that the patron was charged for the same item.
* In the past year (April 29, 2013-December 31, 2014), the combined lending units have **123 books** that are in the **LOST** category, out of **46,784** that circulated. (Appendix B)
* When money is received from patrons for lost items, it does not necessarily go back into library accounts. At some institutions, the money collected goes into a general university fund. (Appendix A)

**Current UBorrow lost billing practice\*:**

* If a patron keeps the UBorrow item until it is declared lost or until it is billed as lost in the borrowing library, then the patron’s library circulation system automatically generates a bill for the material based on the borrowing library's local policy.
* Borrowing libraries run the ALEPH Loan Report job to update lending library systems on items that are marked lost
  + first report run March 2014
  + the report is run for items over six months overdue
  + the report is run on a bi-annual basis for which regular dates have not been decided
* no money is exchanged between borrowing and lending library for lost items

**Proposed UBorrow lost billing practice (primary changes are italicized)\*:**

Goal: twice a year, reimburse other institutions for lost books.

* If a patron keeps the UBorrow item until it is declared lost or until it is billed as lost in the borrowing library, then the patron’s library circulation system will automatically generate a bill for the material based on a uniform UBorrow lost book charge applied to item 14 \*\*(optional)
* Borrowing libraries run the ALEPH Loan Report job to update lending library systems on items that are marked lost
  + the report is run for items over six months overdue
  + the report is run on a *bi-annual basis in January and July*
* *Lending libraries generate bills for patron status 69 to invoice borrowing libraries a uniform UBorrow replacement/lost item fee as set by the American library & book trade annual*  (formerly known as *The Bowker Annual ($100.69 in 2014)*
  + Approved by 9 university library representatives
  + Voted against by 4 university library representatives
    - 2 votes from one institution in favor of annually updated Bowker cost instead of fixed cost
* *No replacement copies allowed.*
  + Approved by 12 university library representatives
  + Voted against by 2 university library representatives

\* flowchart of processes (including State Colleges) shown in Appendix C

\*\* borrowing libraries do not have to change the amount they bill the patron

**Necessary steps to implement new process**

* Turn on patron status 69 in ALEPH – FLVC staff
* Adjust lost book fee attached to ALEPH item status 14 - FLVC staff
* Update item status 14 to the lost book charge as published each July 1st by the *American library & book trade annual*  (formerly known as *The Bowker Annual)* – FLVC staff
* Receive documentation and training from FLVC on how to run ALEPH Loan Report Job – FLVC staff
* Run ALEPH Loan Report Job every January and July – SUL Borrowing library staff
* Create invoices in ALEPH after Loan Report Job is run – SUL Lending library staff

**Appendix A**

|  |  |  |  |
| --- | --- | --- | --- |
|  | **UBorrow – what the institution charges their patron for CSUL UBorrow books that are lost** | **Do CSULs charge each other for lost books in OCLC/ILLiad?** | **Where the money goes for lost books and overdue fines at your institution.  Does it go into a general fund?  Library fund? Etc.** |
| FAMU | Our current charge for a lost book is $51.15, plus an overdue fee of $5.00 and $3.00 processing, for a total of $59.15.  At present we have no grace period policy, so will accept return whenever.  All of this is currently up for revision.  Stay tuned…. | You lose it; you bought it.  We do not discriminate in ILLiad. |  |
| FAU | At FAU we charge $72.81 borrower will be charged a replacement fee of $66.81 per item, a $6.00 handling fee per item and the $5.00 late fine per item. The replacement fee and the handling fee will be credited for materials that were declared lost and are subsequently returned (3 years).  (ILL is 72.81 -a replacement fee of $66.81 per item, a $6.00 handling fee per item and 6 months) | yes, FAU does charge CSUL libraries for lost books borrowed via OCLC/ILLiad. |  |
| FGCU | FGCU $100.69 for lost item, no refunds after 120 days. | yes | FGCU Library gets to keep the replacement cost, and fines stay with the Cashier’s office or a General fund. |
| FIU | 75, 30 replacement processing = 105 total; Our period during which refunds are offered is 90 days. |  | The book fees/fines go into a library auxiliary account. |
| FSU | We charge the replacement cost of the book.  We check Books in Print, AbeBooks, Alibris, and Amazon. At this time, we will reimburse the patron whenever they return the book. We accept replacement copies that are in good condition and identical issue/edition. |  |  |
| NCF | We charge patrons as though the book belonged to us.  $100 or the price of the book if higher.  We currently are working on tightening up the grace period returns, but they can turn items up to a year. |  | At NCF the money comes back to the Library Fund.  We currently charge $100.00 for all lost books in UBorrow.  In ILLiad if the invoice is for more than $100 we charge the price of the lending library invoice. |
| UCF | The cost of the book in Gobi, Alibris. If the book is less than $51.15 (default) we charge $51.15. We do accept replacements. Refund up to 1 year. | yes | In the case of UCF, the funds are recovered by the Library and kept by the Library. |
| UF Health | The policy for the Health Science Center Library  at UF  is basically the same, except  that our fines max out at $10.00 (instead of $5) |  |  |
| UF | Assuming that we’ll handle lost UBorrow books the same way that we handle lost UF books, here’s the policy at U. Florida.  Lost items will be billed at the actual replacement cost of the item, plus a $35.00 processing fee and any associated overdue fines ($5.00 max).  If a replacement cost cannot be defined using our usual vendors, the default cost is defined as $65.00, or $100.00 for a science title.  If the book is returned within 25 days of the due date, we will waive the lost book costs.  Normally we still charge the processing fee and overdue fines.  After that, refunds are not provided.   An appeal process is available.  We do not accept patron-provided copies of the book in question in return for waiving the book costs.  Here’s a link to our replacement policies page:  <http://www.uflib.ufl.edu/as/replacement.htm> | yes |  |
| UNF | Many years ago at UNF we set a standard lost book charge of $57.65, which at the time was the average cost of a hardback book cited in the Bowker Annual.   We continue today with that standard cost, but reserve the right to charge the actual replacement cost if it is higher.  We also reserve the right to deny a refund after 180 days, but we almost always refund replacement costs even after the grace period. |  |  |
| USF | USF charges a default $70.64 for lost items and will reimburse if the book is returned within two years.  We do not accept replacements. |  | Lost book fees go to a library auxiliary account and kept by the library. |
| UWF | Replacement cost is $75.  Patrons have 6 months to pay it.  We do accept replacements (within 6 months) as long as they are the same edition or newer and in good condition if used.  Generally we will take the fine off as long as the book has not been withdrawn/ordered. | yes | At UWF, lost book fees go to a library quasi fund we use to purchase replacements (or other books); fines go into a University account which we have access to but it is considered University and not Library money. |

**Appendix B**

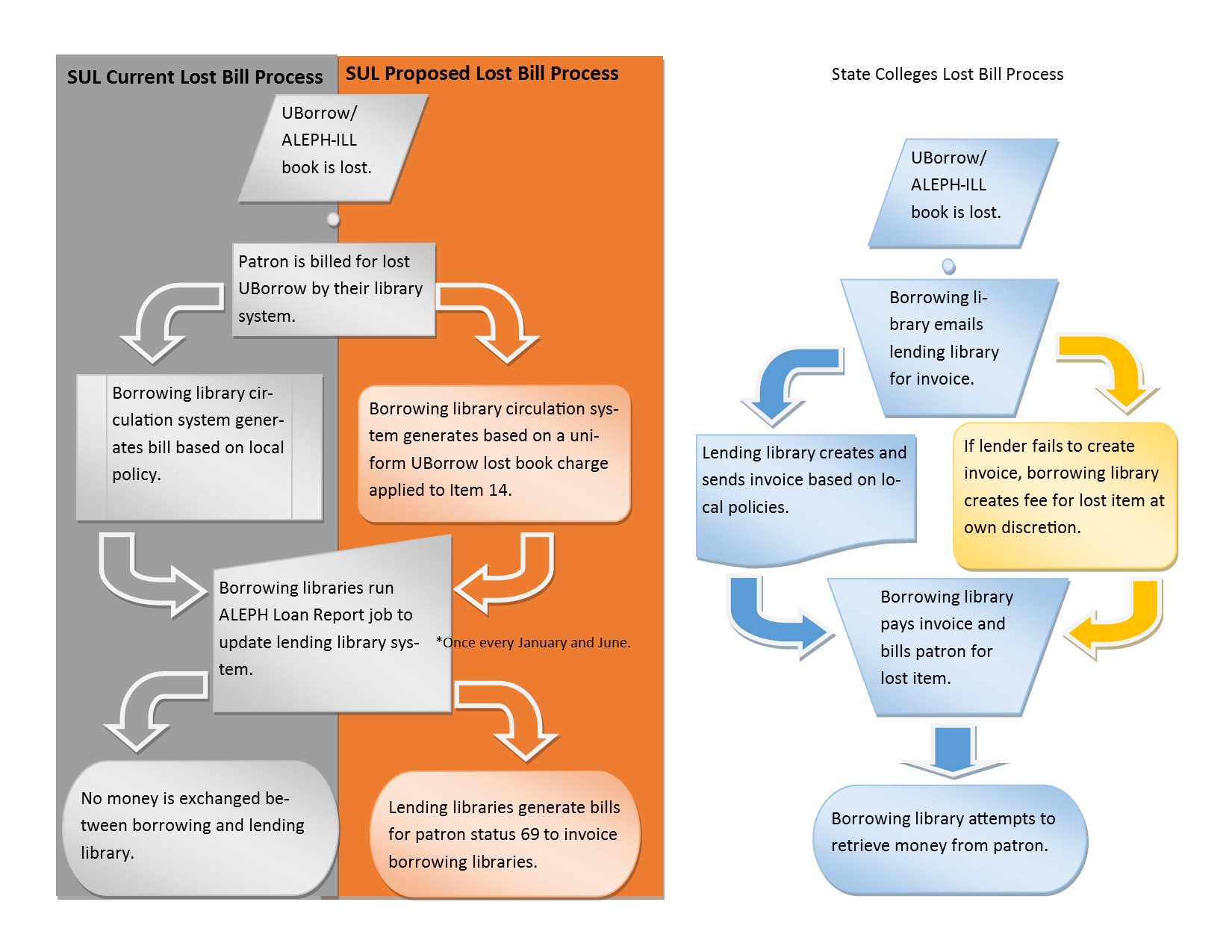
Number of books lost via UBorrow

April 29, 2013 – December 31, 2014

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| Count of Uborrow loans (IS 14) | | | Count of Uborrow Lost Loans (IS 14) | | | % Lost |
|  | Apr 2013 - Dec 2014 | |  |  |  |  |
| AM | 406 |  | AM | 11 |  | 3% |
| FA | 3159 |  | FA | 18 |  | <1% |
| FI | 3764 |  | FI | 7 |  | <1% |
| FS | 14075 |  | FS | 18 |  | <1% |
| FP[[1]](#footnote-1) | 3 |  | FP | 0 |  | 0 |
| GC | 3108 |  | GC | 7 |  | <1% |
| NC | 5985 |  | NC | 11 |  | <1% |
| NF | 4032 |  | NF | 11 |  | <1% |
| SF | 3462 |  | SF | 18 |  | <1% |
| UF | 7740 |  | UF | 15 |  | <1% |
| WF | 1050 |  | WF | 7 |  | <1% |
|  | **46,784** |  |  | **123** |  | <1% |
|  |  |  |  |  |  |  |
| Count of UB items shipped to Borrowing Libraries | | | Count of shipped UB items not Returned from Borrowing Libraries | |  |  |
| FL - Lending[[2]](#footnote-2) | 725 |  | 1 |  |  |  |
| CF - Lending | 7692 |  | 68 |  |  |  |

**Appendix C**

Flowchart of current and proposed processes

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**Appendix D**

A survey of lost book policies and procedures from other libraries and consortiums

**GIL Express (Georgia) - Itemized bills -** Each September their system creates itemized reports of lost materials with total costs and billing contacts. The itemized bills are sent out from the lending libraries to the borrowing libraries. Payment or arrangement of payment that is mutually agreeable to both the Home Library and the Owning Library must be completed by November 30 of the billing year. Therefore, two libraries could cancel each other out or if Library A owed $100 more than the bill they received from Library B, they could both agree to just get the $100 from A to B.  But it is completely up to the two institutions involved. **-** Viki Timian, *University of Georgia* [vtimian@uga.edu](mailto:vtimian@uga.edu)

**Ohiolink (Ohio) - No billing -** Ohiolink originally invoiced each other for lost materials, but they stopped about 15 years ago. They realized that it was more costly, and too much trouble, to invoice and reimburse, and that their lost rate is so small. They do have a process for claiming lost materials—the system will do a series of searches, and if not found, then the owning library eats the cost of the lost item. **-** Tasha Bryant-Willis, *Coordinator, Member Services* [tbryantwillis@ohiolink.edu](mailto:tbryantwillis@ohiolink.edu)

**Prospector (Colorado) - No billing -** <https://www.coalliance.org/sites/default/files/bestpractices.pdf> For the most part, it all evens out and it’s not worth the work to invoice each other. **-** Maggie Cummings, *Colorado State University* [Maggie.cummings@colostate.edu](mailto:Maggie.cummings@colostate.edu)

**Orbis Cascade Alliance (Oregon & Washington) - $90 flat rate -** Fines and other charges are billed and kept by patron’s library. Owning site may bill patron’s institution for replacement fee to cover lost and irreparably damaged material. Patron library may waive patron fines or fees but is obligated to reimburse owning site for lost and irreparably damaged material. Overdue: Members will use the local fine policy for Summit. Replacement: $75 plus $15 service charge.

<https://www.orbiscascade.org/sharing-materials-policies/>

**MOBIUS (Missouri) - $120 flat rate** <https://mobiusconsortium.org/policies-procedures> The consortium charges a flat rate of $120 for lost materials, and the invoicing/reimbursing takes place per item between the individual libraries (just like ILL). Libraries will often negotiate with each other for replacement copies or reduced costs or waivers. - Donna Bacon, *MOBIUS Executive Director* [donna@mobiusconsortium.org](mailto:donna@mobiusconsortium.org)

**University of Chicago** - Minimum of $150.00 with no processing fee. Replacement Copy: we do this at Chicago, exact edition in new or very good condition with a $35 processing fee.

**Yale University** - The standard replacement fee for a lost or damaged book is $110. If you lost or damaged a copy of a library item, please fill out the following form to report the problem to the library.

**Charlotte Mecklenburg Library -** $100.00 Lost Item Fee- The default price is $100.00. Please speak with ILL staff about lost items as we will need to discuss the matter. Many times the cost will be lower, however it may be higher.

**Sacramento Public Library** - Lost items obtained through LINK+ are subject to a charge of $115. A nonrefundable handling fee of $5 per item will be charged for all lost or replaced items.

**Penn State University** - Overdue Fees: Overdue material that is not returned within four weeks of the due date is presumed lost. When this occurs, you will receive an email about the lost material and will be billed on your Library Account for $125.00 for the replacement cost of the item plus a $25.00 processing fee.

**Rutgers -** Replacement charges and processing fees for lost interlibrary loan materials are assessed at $102 per item when they are seven days overdue. Borrowers with fines and/or replacement bills will have their library privileges suspended and academic holds will be placed. The university reserves the right to hold transcripts and diplomas if you do not pay your obligations. As a result of non-payment it will become necessary to forward delinquent accounts to a collection agency, which would incur an additional fee to you.

**Appendix E**

State College policies regarding lost books and damaged items within

Aleph ILL/UBorrow

|  |  |  |
| --- | --- | --- |
|  |  |  |
| School | **OCLC Symbol** | **Explanation** |
| Broward college | EDB | Kristine we have a flat rate for lost books. We invoice the borrower library .  If one of our patrons lose or damage a book, we contact the lending library and ask them how they want us to proceed or  we wil request  an invoice. We show the student the invoice and in most cases they act responsibly and pay. If not our library assume the cost of the book. We will place in the student  record the fine and when it is time to graduate he/she cannot graduate until paid the fine.  Hope my response can help  |
| Chipola college | FCB | [donaldsonn@chipola.edu](mailto:donaldsonn@chipola.edu) |
| College of central Florida | F09 | [ill@cf.edu](mailto:ill@cf.edu) |
| Daytona state college | FCD | We have been lucky to not have this happen but once in the last 1.5 years I’ve been here. We have a plan at the ready, just in case.  We have contacts in the Accounting Dept. and a list of the info they need to invoice another institution.  So, if we ever need to bill other schools, we send the info to them, and they let us know when it’s been paid.  It is applied to the cost center code that we give them.  If we received an invoice for a patron damaged item, we would simply add the cost on their Aleph record and block the student from receiving transcripts until paid up.  The one item we did have damaged while on loan, I let go because it was under $30, so we just bought a new copy and wrote it off.  I hope if we are lenient, other institutions will also be.  If it is one of our students, they would get notified by Aleph sending an item lost notice and I’d probably have my ILL staff email them as well.   Hope I answered all your questions, but if not, please don’t hesitate to ask more.  I love discussing these issues and creating good solutions.    Attached is the sample info we would send to accounting.  Kristen Davis  Circulation Services Librarian  Library Services  386.506.3521 |
| Eastern Florida state college | EBC | Kristine,  The invoice form at EFSC was already in place when I started working here.  I’m sure that was created by Christal Wood and Betty Grove.  I type up my own invoices and mail them.  I am responsible for monitoring all of the campuses ILL modules for when items hit their 60 days overdue or “lost” status.  That’s in both the borrowing and lending.  I just checked my records over the last year and I have received invoices from:  Broward College  Pasco-Hernando Community College  St. Johns River State College  I don’t know if they submit info to their Accounting offices or how they handle them, but I definitely received invoices from those 3 colleges last year.  I hope that helps.  I keep checking my records for more info.  I did not receive an invoice recently, but I think Indian River invoices as well.  I know I sent them a replacement copy for a lost book a couple of years ago.  State Colleges:  ·         State Colleges have been using Aleph ILL for years and are currently charging each other for lost books.  ·         When the borrowing institution loses the item, the following steps occur:  o   Email the owning library for an invoice.  o   The owning library creates the invoice and mails it to borrowing institution.  o   If the owning library fails to create an invoice within 6-8 weeks, the borrowing library uses their own discretion to create a fee for the lost item.  o   The Borrowing institution charges the patron for the lost book, including any processing fees of both the borrowing and owning institutions.  o   The accounting department pays the invoice  o   The borrowing institution attempts to retrieve the money from the patron. |
| Florida Southwestern State college | FHF | Hi Kristine,  If one of our students loses an ILL book that we’ve ordered for them, we make them pay the replacement fee.  If we send one of our books out, and it either gets lost in the mail or at the borrowing library, we don’t really have a set policy right now- we have been taking it on a case by case basis.  DLLI lost some of our books a year or two ago, and they ended up reimbursing us for them.  Official ILL policy between the libraries in Florida, if I’m remembering correctly, is that the borrowing library incurs the fee for any lost books, even if it never got to them to begin with.  That actually happened to us recently: Broward sent us a book, we never received it, and they charged us for it.  We felt that was somewhat unreasonable, seeing as something similar happened to us and we didn’t charge the borrowing institution, but that is what the official ILL agreement says.  I hope that’s helpful.  Chris Ludvigsen  I.L.L. Department - Rush Library  Florida SouthWestern State College  239-489-9376 |
| Florida Gateway college | WK6 | No email address |
| Florida keys community college | FCK | Hi Kristine,  We do charge our patrons for ILL books that they have not returned to other institutions.  So far I’ve handled invoices for books that we have loaned to other institutions on a case by case basis. If the item is something that I think is worth replacing we invoice for it. If it’s not we simply delete it from our holdings.  Yours,  **Lori Kelly  Director Learning Resources and Student Success** |
| Florida state college – Jacksonville | FJD | Currently, our policy on lost items is that if a student loses a book that we’ve borrowed for them from another institution, we contact the lending institution and request an invoice, then bill the student for the invoice amount.  The bill appears as a block on the student’s account placed by the Business Office on our behalf.                  For items lost by an institution which borrows from us, we have our Business Office invoice them for the price of the lost item. Generally, we let several months elapse past the due date before we move to invoice (approximately six).                  I seem to recall there’s been some talk from FLVC about the reciprocal lenders in Aleph having a forgiveness policy amongst themselves in which they would simply forgo invoicing a fellow institution that lost an item belonging to them, but I’ve yet to see anything official on that. It wouldn’t apply to anything you loaned through OCLC, anyway.                  Did I answer your question?                  Thanks,                  Jennifer  **Jennifer Grey**  Library Manager  Downtown Campus  Florida State College at Jacksonville  101 West State Street  Jacksonville, FL  32202  904-632-3305 |
| Gulf coast state college | PD5 | State Colleges:           State Colleges have been using Aleph ILL for years and are currently charging each other for lost books.           When the borrowing institution loses the item, the following steps occur:  o   Email the owning library for an invoice.  o   The owning library creates the invoice and mails it to borrowing institution.  o   If the owning library fails to create an invoice within 6-8 weeks, the borrowing library uses their own discretion to create a fee for the lost item.  o   The Borrowing institution charges the patron for the lost book, including any processing fees of both the borrowing and owning institutions.  o   The accounting department pays the invoice  o   The borrowing institution attempts to retrieve the money from the patron. |
| Hillsborough community college | FYF | Sorry, we don’t have a set policy that I am aware of, and ILL procedures vary widely from campus to campus here depending on who is responsible for dealing with these matters.   At my campus, occasionally my boss will have me send out an invoice to a borrowing institution or I will pass along one to her from a lending institution.  Robert Fernandez  Plant City Campus Library  Hillsborough Community College |
| Indian river state college | FIC | Books lost by our patrons: It depends on the lending institution.  Books lost by lending institution: We send an invoice. If the item is not returned, we absorb the cost of the book. We don’t penalize the institution or future borrowers. |
| Lake-Sumter community college | FSF | Hi, Kristine;  We do not have a written policy on lost books specifically for ILL.  Now we have a written policy for lost books in general with a charge of $65.00 per lost item.  The $65 figure is composed of a $35.00 lost book charge and a $30.00 processing fee.  However, application of the fines have often been a negotiating process with the Acquisitions Librarian, James Cason.  Sometimes he finds the price of a replacement volume from a vendor and charging only the replacement cost other times students have purchased a replacement copy and brought it in to be cataloged.  If trying to be helpful so some students – the policy has been unfairly applied.  For ILL we have had to pay replacement costs for several items over the past 15 years. We have paid whatever the institution has charged and then tried to get the cost from the student.  We have charged and billed several ILL institutions for lost items ($65.00) – maybe four or five times in 15 years.  I have waived fines to two or three institutions, based on the age and condition of some of the lost items.  So we have not been really consistent over the years.  We do have a new Access Services Librarian in Kevin Arms and I believe we will be much more consistent on applying fines.  I believe we will also be revisiting the fee of  lost book fine.  Would you be willing to provide a summary of lost charges by institution after you compile your survey?  Thank you for your hard work, Kristine.  David Goff  Assistant Librarian, Cataloging & ILL  Lake-Sumter State College  9501 Highway 441  Leesburg, FL  34788 |
| Miami Dade college | FYM | [lramire1@mdc.edu](mailto:lramire1@mdc.edu) |
| North Florida community college | FNJ | [wychel@nfcc.edu](mailto:wychel@nfcc.edu) |
| Northwest Florida state college | FB3 | Hi Kristine,  We hold the borrower responsible for the lost book, whether it is one of our patrons who loses a book that we borrowed from another library or another library’s patron that lost one of our books.  In the first case, after we had exhausted all avenues of getting the book back from the patron, we would request an invoice for the book from the library it was borrowed from.  In the second case we would send an invoice to the library for the replacement cost of the book, plus a $5 processing fee.  I hope this helps.  If you have further questions, I would be happy to try and answer them.  Best regards,  Paula  Paula  Schrader  Educational Services Librarian  Learning Resources Center  Northwest Florida State College  [schradep@nwfsc.edu](mailto:schradep@nwfsc.edu)  ph. 729-5312 |
| Palm beach state college | EFM | [brownp@palmbeachstate.edu](mailto:brownp@palmbeachstate.edu) |
| Pasco Hernando community college | FYK | Hi Kristine:  If we loan a book to another college, and it is long overdue, we try contacting the ILL department first to see if they can try and retrieve the book from the patron.  If they declare the book lost, and tell us to bill them, then we send a bill through our business department.  We don't receive that money back directly, so we consider whether to replace the title or not, depending on its age and other criteria.   If the borrowing library is still trying to get the book back from the patron, we usually wait 6 months before we bill.  We don't want to bill too soon, in case the book gets returned eventually.  All our billing is handled by our business department, whether it is a student or an ILL entity.  We also follow this same procedures when we use WorldShare.  If a book is lost in transit, I think we follow the DLLI rules.  We asked Vicki Frost at TBLC to clarify regarding who is responsible if an item is shipped DLLI and lost in transit.  If our patron borrows an ILL and we can't get it back, we will place that student on hold with the business department, and then tell the loaning library to bill us.  Hope this helps!  Melanie Cooksey, M.L.S., M.L.A. Associate Director of Libraries Alfred A. McKethan Library Pasco-Hernando State College North Campus 11415 Ponce de Leon Blvd. Brooksville, FL 34601-8698  352-797-5006 |
| Pensacola state college | FPJ | [ckoklas@pensacolastate.edu](mailto:ckoklas@pensacolastate.edu) |
| Polk state college | FYO | We send an invoice to lending libraries for lost books, but then if they are not already on our vendors list, they have to send the pertinent information to our business office (which doesn’t always happen).  If a book is quite old and it is something we might not re-order, we do not send an invoice.  So bottom line is, we very rarely receive reimbursement for lost books through Aleph ILL.  We chalk it up to attrition, which we expect a little each year.  Our students are a different matter.  If they do not return a book and it rolls over to lost, then a hold gets put on their record and they must either return the book or pay for it before they can register, graduate or get their transcripts.  Linda Young  Reference Librarian  Polk State College  999 Avenue H, NE  Winter Haven, FL 33881  863-292-3665 |
| Santa Fe college | WL5 | Hi Kristine,  If our patron never return the item, we flag their record and request an invoice from the lending library. We will then try to contact the patron and let them know the financial obligation if they do not return the item  If we can't get in contact with the patron, the we eat the cost. Nine times out ten, they will respond when you start talking money.  If the borrowing library does not return an item, I will automatically sent an invoice with the replacement cost plus an $10.00 processing fee. If their patron return the material, then they can disregard the invoice. I hope this helps,  Trenita White  Associate Professor, Librarian/Head of Technical Services  Lawrence W. Tyree Library  Santa Fe College  3000 N.W. 83rd Street  Gainesville, Florida 32606  (352) 395-5771  (352) 395-5102 Fax |
| Seminole state college | FSS |  |
| South Florida state college | S3F | [garciam@southflorida.edu](mailto:garciam@southflorida.edu) |
| St. Johns River state college | WL7 | [RoyceBass@sjrstate.edu](mailto:RoyceBass@sjrstate.edu) |
| St. Petersburg college | FPB | [Arthur.Joanne@spcollege.edu](mailto:Arthur.Joanne@spcollege.edu) |
| State college of Florida – manatee – Sarasota | FMU | Have emailed |
| Tallahassee community college | ST5 | [robindeb@tcc.fl.edu](mailto:robindeb@tcc.fl.edu) |
| Valencia college | FVC | State Colleges:           State Colleges have been using Aleph ILL for years and are currently charging each other for lost books.           When the borrowing institution loses the item, the following steps occur:  o   Email the owning library for an invoice.  o   The owning library creates the invoice and mails it to borrowing institution.  o   If the owning library fails to create an invoice within 6-8 weeks, the borrowing library uses their own discretion to create a fee for the lost item.  o   The Borrowing institution charges the patron for the lost book, including any processing fees of both the borrowing and owning institutions.  o   The accounting department pays the invoice  o   The borrowing institution attempts to retrieve the money from the patron. |

On July 1, 2015 when the Lost Book policy goes into effect:

a.       We start fresh and do not worry about the 126 books that are currently lost.

b.      We invoice each other for the 126 books that are currently lost.

|  |  |
| --- | --- |
|  |  |
| FAMU | We didn't have that many so we're willing to punt them and start over fresh. |
| FAU | Start fresh |
| FGCU | Start fresh |
| FIU |  |
| FSU | We lost the most, so I don’t think it’s very fair for me to vote for “start fresh.”  I’ll go with the majority. |
| NCF | Start fresh |
| UCF | Retroactive |
| UF Health | Start fresh |
| UF | I would suggest that we start fresh. |
| UF Law | Start fresh |
| UNF | UNF votes that we start fresh. |
| USF | Start fresh |
| UWF | UWF would like to start fresh. |

1. Florida Polytechnic University started in 2014. [↑](#footnote-ref-1)
2. FLARE. [↑](#footnote-ref-2)