Agenda for the **May** CSUL Resource Sharing meeting:

Lost Books

* Solidify the workflow to find out how many books are lost in UBorrow for the last 2 years.
  + Do all libraries have the moving the long overdue items into a Lost category in Aleph ILL?
* What is the costs that each library is charging the patron for the UBorrow item.

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| --- | --- | --- |
|  | 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? |
| 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. |
| 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. |
| 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. |  |
| FIU | 75, 30 replacement processing = 105 total; Our period during which refunds are offered is 90 days. |  |
| FGCU | FGCU $93.26 for lost item, no refunds after 120 days. | yes |
| 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. |  |
| 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 |
| 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 |
| 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. |  |
| 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 |

Florida State Colleges - varies at each institution anywhere from 25.00 to 75.00.  (Brenda Rutten)

* + Each institution is charging their own prices for the lost book?
  + We are charging our patrons for lost UBorrow items (from other libraries)
  + What about patrons providing replacement items
  + We don't accept that at UF; our default is $100.00 for non-science books.
  + Bring in State Colleges and or rep to help with discussion
  + USF / NCF does not accept replacement books
  + UNF / FGCU does accept replacement books.
  + How much is charged for replacement costs?

**Water damage / inked up and highlighted books and taped up books**

* + Does lost books workflow that we are discussing also cover water damaged books and books that are damaged due to ILL staff taping the covers
  + From a UCF perspective it appears that books coming back from UBorrow have more papers, stickers, highlighted and underlined than books coming through traditional ILL.

**Lending – who charges, who does not charge**

|  |  |  |
| --- | --- | --- |
|  | Charge non-recip libraries | Do not charge anyone |
| FAMU |  | x |
| FAU | x |  |
| FGCU | x |  |
| FIU | x |  |
| FSU | x | x |
| NCF | x |  |
| UCF | x |  |
| UF | x |  |
| UF HEALTH | x |  |
| UNF | x |  |
| USF | x |  |
| UWF | x |  |

**Invoices – UCF’s thoughts**

See attached document

**EBooks – follow-up discussion from last month’s discussion**

* + How does each institution handle Ebook requests –
    - Do you cancel the request and force the patron to use the item or request the book
    - Do you work with Acquisitions to purchase Ebooks instead of borrowing them
      * Do you cancel or fill the requests?