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RIDES Lost/missing material procedure

- RIDES maximum reimbursement value is $100.
- Libraries are expected to communicate with the RIDES contact at the other library involved in the transaction.
- Libraries that participate as No Pack accept full financial responsibility for their own books. No Pack libraries *MAY NOT* invoice borrowing libraries, RIDES, or the courier, for lost books.
- The Borrowing library is responsible for payment to the Lending library and for then collecting any possible reimbursement from RIDES for lost materials. Note: Borrowing libraries are *NOT* responsible for payment to the Lending library for No Pack library books that may be lost.
- MeLCat libraries should follow the MeLCat procedures for processing items that need to be deleted from their collection.
- Lending libraries should be aware that Institutional Overdues that have been reported to RIDES by the Borrowing library as lost or missing fall under the RIDES procedures. Invoicing should be delayed until the RIDES procedure is complete.
- Overdue MeLCat items that do not have a status of 'In Transit' or 'MeL Returned' should be processed using MeLCat Institutional Overdues procedures.

MeLCat Borrowing libraries track items that have been sent to their patrons by processing the 'In Transit Too Long' report. They track items that have been returned to the Lending library by processing the 'Returned Too Long' report. Data from those reports is used to complete the RIDES Lost/Missing form.

Non-MeLCat items or non-MeLCat Libraries must verify the tracking process of the materials, indicating the status of items being sent from library A to library B as 'In Transit', and items being returned from library B to library A as 'Returned'.

When an item is missing:

- When a MeLCat item is missing a minimum of 10 days to a maximum of 60 days after shipping:
  - Borrowing library searches for item and contacts the Lending library via email.
  - Verify if the item did or did not process through a central delivery site. If either the Lending or the Borrowing library receive materials from a central delivery site, that facility should be searched as well.
    - Lending library searches, verifies status, and responds via email to the Borrowing library within 30 days, or forfeits right to invoice.
    - If the Lending library indicates the item is no longer checked out to the Borrowing library but the transaction still appears on the Borrowing library MeLCat patron record, contact melcathelp@mcls.org.
- When a Non-MeLCat item is missing a minimum of 10 days to a maximum of 90 days after shipping:
  - Both libraries search for item and communicate via email.
  - Verify if the item did or did not process through a central delivery site. If either library receives materials from a central delivery site, that facility should be searched as well.
  - The Lending library responds in writing within 30 days, or forfeits the right to RIDES reimbursement.

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If the item is not found:

- The MeLCat Borrowing library submits a complete RIDES MeLCat Lost/Missing report a minimum of 10 days and a maximum of 60 days after the item was shipped via RIDES.
- The Non-MeLCat library submits a complete RIDES Non-MeLCat Lost/Missing report a minimum of 10 days and a maximum of 90 days after the item was shipped via RIDES.
- The report should include the following information:
  - Date of occurrence
  - Lending library and agency code
  - Borrowing library and agency code
  - Item status
  - Item complete title
  - Item author
  - Item barcode
  - Item format (Book, AV, or Other)
  - Item replacement cost
- The Borrowing library may post a search request to the RIDES email list if desired.

MeLCat RIDES Lost/Missing reports that are submitted more than 60 days after the item was sent via RIDES will be closed 30 days after submission.

Non-MeLCat RIDES Lost/Missing reports that are submitted more than 90 days after the item was sent via RIDES will be closed 30 days after submission.

RIDES Lost/Missing reports that are submitted for No Pack Lending Library BOOKS will be closed 60 days after submission.

Libraries should respond to the RIDES report ticket at any time if the item is recovered or no longer appears on an 'In Transit Too Long' or 'Returned Too Long' report, so the report ticket may be closed.

If the item is still missing 90 days after the submission of the RIDES Lost/Missing report:

- Borrowing library searches for the item and contacts the Lending library via email.
  - Lending library searches, verifies status, and responds via email to the Borrowing library within 30 days, or forfeits the right to invoice.
- Borrowing library updates the RIDES Lost/Missing report with the status of the item.
  - If the item has been recovered or no longer appears on an 'In Transit Too Long' or 'Returned Too Long' report, the RIDES Lost/Missing report ticket will be closed.
  - If the RIDES Lost/Missing report ticket is not updated between 90 and 130 days of submission, the report will be closed and the Borrowing library forfeits the right to reimbursement.

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If the item is still missing 150 days after the submission of the RIDES Lost/Missing report:

- Borrowing library searches for the item and contacts the Lending library via email.
    - Lending library searches, verifies status, and responds via email to the Borrowing library within 30 days, or forfeits the right to invoice.
- Borrowing library updates the RIDES Lost/Missing report with the status of the item.
    - If the item is still missing the Lending library should invoice the Borrowing library.
    - If the item has been recovered or no longer appears on an 'In Transit Too Long' or 'Returned Too Long' report, the RIDES Lost/Missing report ticket will be closed.
    - If the RIDES Lost/Missing report ticket is not updated between 150 and 180 days of submission, the report will be closed and the Borrowing library forfeits the right to reimbursement.

If the item is not recovered after the full 180 day process:

- Borrowing library can request reimbursement from RIDES.
    - Notification to the RIDES Lost/Missing report ticket should include proof of correspondence with the Lending library and the invoice from the Lending library.
- MCLS will process any reimbursement payments to Borrowing libraries once a month, after the full 180 day process is completed. At that time, the RIDES Lost/Missing report ticket will be closed.