

BOSTON LIBRARY CONSORTIUM VIRTUAL CATALOG OVERDUE AND REPLACEMENT PROCEDURES

The VC will rely on each owning library's circulation system to track overdue notices and replacement bills.

OVERDUE NOTICES (Status must be "Received")

- At least one notice must be sent within 14 days after the 56-day due date
- Must include VC request number, and item information
- Notice should be sent to the primary contact

REPLACEMENT BILL

- Must be sent no sooner than 6-8 weeks after the 56-day due date
- Bill should include "pay to" and "mail to" information
- Bill should be sent to borrowing library's billing contact
- Payment must be made in a timely fashion.
- Borrowing library should include VC request number and title with payment if possible
- When payment is received, the status of item must be "Completed"
- No refunds will be given once payment has been received. Items should be returned to the owning library if recovered.

TRACKING BY STATUS

SHIPPED (Borrowing library responsible for item)

Owning library:

- Check local shelves
- If found, contact borrowing library to complete loan
- If not found:
 - Contact delivery or mail service for trace
 - Forward overdue notice/inform borrowing library

Borrowing Library:

- Did your user ever receive item?
- Is it in your stacks or on your hold shelf?
- Are there any tracking options for your delivery or mail service?

RECEIVED (Borrowing library responsible)

Owning library:

- Forward overdue notice to borrowing libraries' primary contact library

Borrowing library:

- Did your user receive the item?
- Is it in your stacks or on your hold shelf?
- Did it get sent back to the owning library?

RETURNED (Borrowing library responsible)

Owning library:

- Check local shelves
- If found, set item to COMPLETE
- If not found, forward overdue notice/inform borrowing library

Borrowing Library:

- Is it in your stacks or on your hold shelf?
- Are there any tracking options for your delivery or mail service?

COMPLETE or REQUEST NUMBER NOT FOUND (Borrowing library no longer responsible)

Owning library:

- Update your local system