

RIDES Procedures: MeLCat Lost/Missing

- RIDES will insure items with a maximum replacement value of \$100.
- RIDES will not pay additional administrative fees.
- Libraries that participate as 'No Pack' accept full financial responsibility for their own items. 'No Pack' libraries may not invoice borrowing libraries, RIDES, or the courier, for lost materials.
- The Borrowing Library is responsible for payment to the Lending Library and for collecting any possible reimbursement from RIDES for lost materials.
- MeLCat libraries should follow the MeLCat procedures for processing items deleted from their collection.

MeLCat Borrowing Libraries track items their patrons request by processing the 'In Transit Too Long' and 'Returned Too Long' reports. Data from those reports is used to create RIDES Lost/Missing reports.

For non-MeLCat items or non-MeLCat Libraries, the tracking process of the materials must be verified, 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 a minimum of 10 days to a maximum of 60 days after shipping:
 - Borrowing Library searches for item and contacts the Lending Library in writing.
 - Verify that the item did or did not process through a central delivery site. If either the Lending or the Borrowing library receives materials from a central delivery site, that facility should be searched as well.
 - Lending Library searches, verifies status, and responds in writing 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.
 - If the item is not found:
 - Borrowing Library submits a complete RIDES Lost/Missing report a minimum of 10 days and a maximum of 60 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, paperback, DVD, CD, etc.)
 - Item replacement cost
 - Borrowing Library may post a search request to the RIDES email listserv if desired.
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- *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.*
 - *RIDES Lost/Missing reports that are submitted for No Pack Lending Library BOOKS will be closed 60 days after submission.*
 - *Borrowing Library should respond to the RIDES report ticket at any time if the item is found, 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 not found....

- If the item is still not found 90 days after the submission of the RIDES Lost/Missing report:
 - MCLS will contact the Borrowing Library via the RIDES report ticket and request that another search and status update be conducted.
 - Borrowing Library should confirm status, search for the item and contact the Lending Library in writing.
 - Lending Library searches, verifies status, and responds in writing to the Borrowing Library within 30 days, or forfeits the right to invoice.
 - Borrowing Library responds to MCLS within 30 days.
 - If the item is found, 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 MCLS does not receive a response within 30 days, the RIDES Lost/Missing report ticket will be closed 130 days after submission, and the Borrowing Library forfeits the right to reimbursement.

- If the item is still not found 150 days after the submission of the RIDES Lost/Missing report:
 - MCLS will contact the Borrowing Library via the RIDES report ticket and request that another search and status update be conducted.
 - Borrowing Library should confirm status, search for the item and contact the Lending Library in writing.
 - Lending Library searches, verifies status, and responds in writing to the Borrowing Library within 30 days, or forfeits the right to invoice.
 - Borrowing Library responds to MCLS within 30 days.
 - If the item is found, 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 MCLS does not receive a response within 30 days, the RIDES Lost/Missing report ticket will be closed 190 days after submission, and Borrowing Library forfeits the right to reimbursement.

- If the item is not found after the full 180 day process and the Borrowing Library is requesting reimbursement from RIDES the response to MCLS 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.