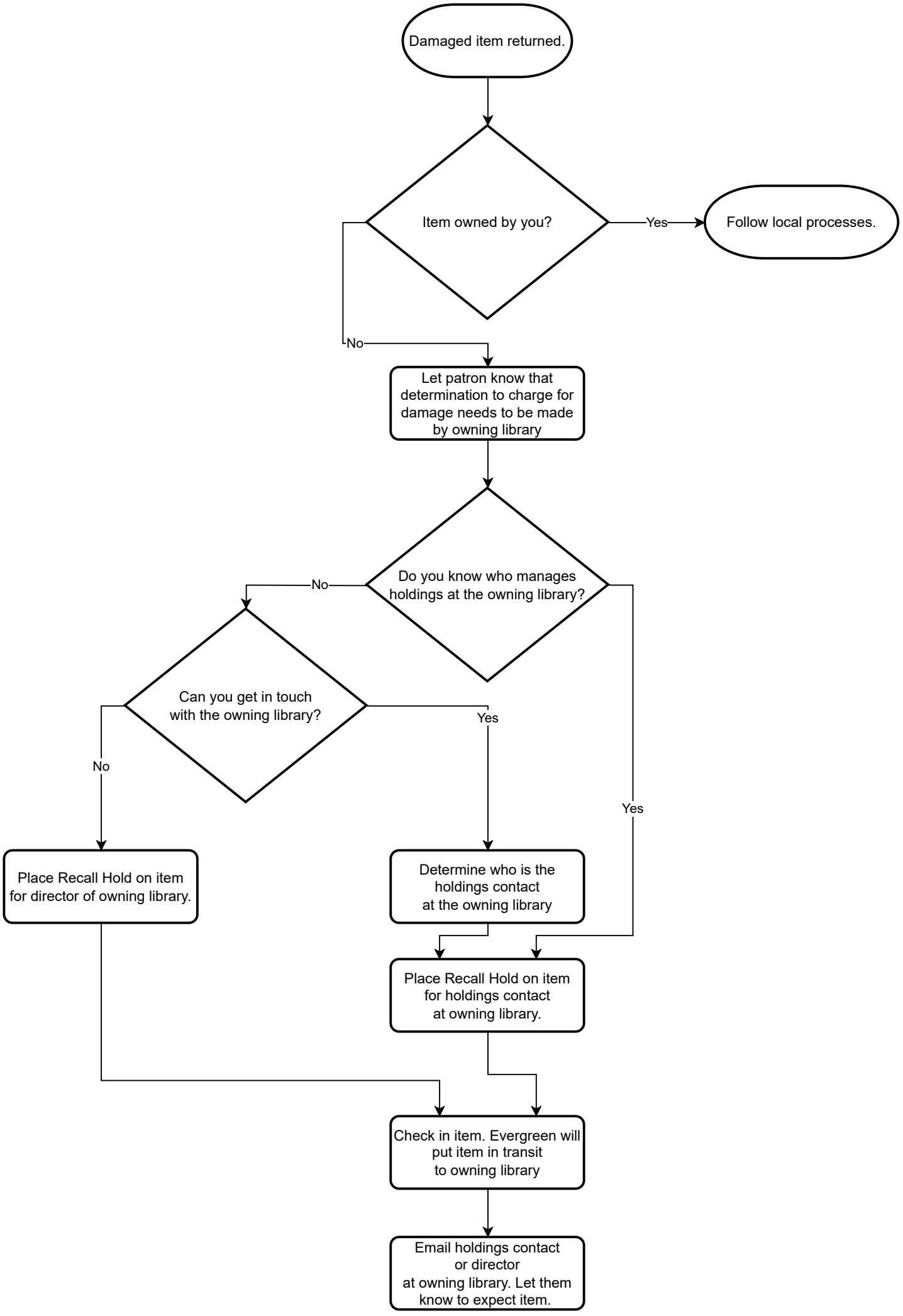
Damaged item returned.
Item owned by you?
Yes
Follow local processes.
No
Let patron know that determination to charge for damage needs to be made by owning library
Do you know who manages holdings at the owning library?
No
Yes
Can you get in touch with the owning library?
Yes
No
Place Recall Hold on item for director of owning library.
Determine who is the holdings contact at the owning library
Place Recall Hold on item for holdings contact at owning library.
Check in item. Evergreen will put item in transit to owning library
Email holdings contact or director at owning library. Let them know to expect item.