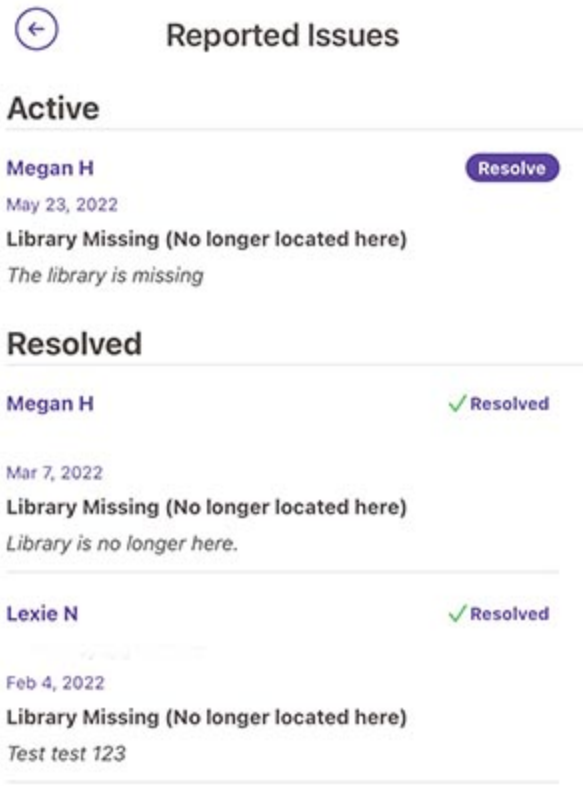
My library keeps being reported as damaged or missing but it’s not. How do I stop this from happening?

Stewards & Account Setup · https://littlefreelibrary.org/docs/my-library-keeps-being-reported-as-damaged-or-missing-but-its-not-how-do-i-stop-this-from-happening/

The Little Free Library mobile app allows users to report a library as damaged or missing. This is meant to be a helpful feature to alert you, the steward, if your library needs attention! It also provides a way for the person who reported the issue to offer to help. Many folks who see damaged little libraries would be happy to repair them, and through the report an issue feature users can share their contact information with you. When a user reports an issue, an email and push notification are sent to you, the steward, notifying you of the reported issue. Note that the issue was not reported the Little Free Library organization, but rather someone using the mobile app.

How do you resolve a reported issue? Log in to your steward account in the mobile app or steward web portal. In the steward web portal, click on your library then click on the **Issues** tab. Click **Resolve** next to the open issue.

In the mobile app, tap on **My Library** in the main menu. Tap on the Little Free Library that you wish to edit and then tap on **Reported Issues.**



You will see a list of all issues that have been reported about your library and their status. The app only allows one open reported issue per library. This means that once an issue has been reported about your library, no other users will be able to report an issue about your library until the first issue has been resolved.

Tap the **Resolve** button to mark the issue as resolved. This will remove the reported issue from view in the mobile app. Note that a user may choose to share their name and email address along with the reported issue so that you may contact them if you wish.

Are you getting the same issue reported over and over? Consider why people may be reporting this issue about your library. If people keep reporting your library as missing, then it may be hard to find. Perhaps adding a Location Hint would help people find it. If you've taken down your library temporarily, rather than leaving it listed on the map, use the **Hide My Library** feature to "hide" your library from the map for a specified period of time.