

Marking an Item as Lost

A user may tell the library staff that he or she lost an item. Use the Mark Item Lost wizard to mark the item in the catalog as Lost. This will change the item's current status to LOST-CLAIM without checking in the item from the student's record. As you mark an item as Lost, you are given the option of creating a lost item bill, assessing a processing fee, or canceling the lost item bill and processing fee. If a bill is to be created, it must be done at this step. When an item is marked as Lost, the system does the following.

- Shadows the item in the catalog so that other users will not inquire about the item.
- Prevents holds from being placed on the lost item.
- Keeps the item on the student's record (as INACTIVE LOAN) until the lost item bill is paid, forgiven, or waived.
- Maintains the current status of LOST-CLAIM until the item returns to circulation.

1. **Click** on Item Maintenance wizard group.
2. **Click** on Mark Item Lost Wizard.



Mark Item Lost: Item Search screen displays.

3. **Scan or type** the item ID in the entry box or Search for the item using the search item helper.

4. **Click** Search.

5. If a list appears, **select** one of the items in the list.

6. **Click** the Call Number/Item tab to view information.

7. **Select** the correct item to mark lost.

8. **Click** the Mark Item Lost button at the bottom of the screen.

The screenshot shows the 'Mark Item Lost' wizard interface. It includes an 'Identify item' section with an 'Item ID' field (callout 3). Below is a 'List of Items' table with columns for 'Title' and 'current status'. A search window titled 'Mark Item Lost: Item Search' is open, showing search criteria: 'Search for: harry potter chamber', 'Index: Title', and 'Library: LMHS'. A search button is present. Below the search criteria is a table of results:

Title	Author	Pub. Year
Harry Potter and the chamber of secrets	Rowling, J. K.	1999
Harry Potter and the Chamber of Secrets	Rowling, J. K.	2002

Callout 5 points to the second row of the results table. Below the search window is a 'Description' section with a 'Call Number/Item' list (callout 6). The list includes items like 'Rowling, J. K. - Harry Potter and the chamber of secret', 'FIC ROW - LMHS', and various call numbers with their respective statuses. Callout 7 points to the first item in this list. To the right of the list is a metadata section with fields for Price, Shelf location, Material type, Date created, Date last charged, Last discharged, Date inventoried, and Times inventoried. At the bottom of the wizard, there are 'Mark Item Lost' and 'Cancel' buttons (callout 8).

HINT: If you know the user who lost the item, it may be faster to display his record to locate the item.

Mark Item Lost Confirmation screen displays.

Click OK.

Mark Item Lost: Billing for Lost Item/ Processing Fee screen displays.

9. **Evaluate** the information to make sure the correct user and item are displayed.
10. **Enter or Edit** the amount shown in Billing Information. If a Processing Fee is to be assessed, **type** the amount in the box.

- a. If you want to bill the user for the lost item, **click** Bill User. You will be able to accept payments at a later time using the Pay Bills wizard.
- b. If the user wants to pay the **FULL** lost item bill immediately, **click** Pay Now. A confirmation screen will display that can also be printed for a receipt.
- c. If the user wants to make a **partial payment**, **click** Bill User. You'll need to use the Pay Bills wizard to record the payment when it's made.
- d. To clear the item from the User's account and not bill the user, **select** the payment type of "Forgiven" and then **click** the "Pay Now" button.
- e. If you want to waive the lost item bill for the user, while maintaining the user's responsibility for the lost item, **click** Cancel Lost** Item Bill. Item will remain attached to the patron's record but no fine/fee will be created.

****NOTE:** The intent of the "Cancel Lost Item Bill" option in the Mark Item Lost wizard is to provide the staff with a way to NOT bill the user for the lost item, but still keep the lost item associated with the User. You will not be able to delete the item if this option is selected.

NOTE: If you are using the Credit User Account wizard, see full guide for other payment options.

11. **Click OK.**

Mark Item Lost screen displays,
The item marked lost displays in the List of Items.

Title »	current status
Harry Potter and the chamber of secrets	LOST-CLAIM

12. **Click** Mark Item Lost button to declare another item lost or **click** Close.



NOTE: *Items may be automatically marked as "Assumed Lost" after a specified time period with the Assumed Lost (Assumedlost) report. This report can be set up to assess a lost item bill and a processing fee according to the library's lost item billing policies, and to prepare lost item billing notices.*

What happens when the user pays the bill for a Lost item?

When the user pays the bill for the lost item, or the staff member forgives or waives the lost item bill, the item is removed from the user record and retains its LOST_CLAIM or LOST_ASSUM location. The item retains the LOST_CLAIM or LOST_ASSUM location unless the item is found and checked back into the system, renewed, checked out, or put in transit.

What happens if the item is returned or found before the user pays the lost item bill?

If the item is returned or found before the user pays the lost item bill, the system displays a message when you check the item in, check it out to another user, renew the item, or put the item in transit. The item's LOST_CLAIM or LOST_ASSUM location is cleared, and the lost item bill is removed from the user record. If a lost item processing fee was assessed at the time the item was marked "Claims Lost" or "Assumed Lost," and if the library's policies are so configured, the fee is automatically removed from the user's bill record as well. The overdue fine for the item is calculated and added to the user record.

What happens if the item is returned or found after the user pays the lost item bill?

If the item is returned or found after the user has paid the lost item bill, the system alerts you that the LOST_CLAIM or LOST_ASSUM location was cleared. When you see this message, you know that the item had been marked as Lost, and the lost item bill was paid or waived. You may issue a refund to the user for the paid lost item bill according to your library's procedures. You can find the amount paid in the User's record (Display User > Bills Tab > use drop down menu to select Paid bills or in the Item Record (Item Search > Detailed Display > Call Number and Item Tab > Bills Tab)

Note: For more detailed information or specific questions, use HELP wizard.