

Claims Returned Policy and Procedure

1. Use the **Claims Returned** Wizard to set this item status for your library's items. Use the calendar gadget to select the Claims date to match the original due date of the item.
*If the item is from another library, call and ask how they want to handle it.
**NOTE: most libraries do not allow Lost items to be claimed returned.
2. Tell the patron you will look for the item and they should also continue to look. The item will be on the weekly search list for 12 weeks. If the item is not found within this time period, they can still be held responsible and may get billed for the cost of the item.
3. Once a week, the Claims Returned report is generated and staff look for the items. Mark off and discharge any you find. Save the printed report.
4. After **12 weeks** of searching, add the bill to the patron account. Contact the patron to let them know that they now have been billed.
5. Check the item out to **Missing**.
6. If the item is found by the patron after they have paid for it, the patron **must** bring the item to the Circulation Desk to be eligible for a full refund.
* If the item is returned in the book drop or found within the library after it is paid for, staff will not know that the item was a paid CR...checking the item in will only erase the Missing status and make the item available for shelving.