



# Workflows Tip of the Week

## Module: Circulation

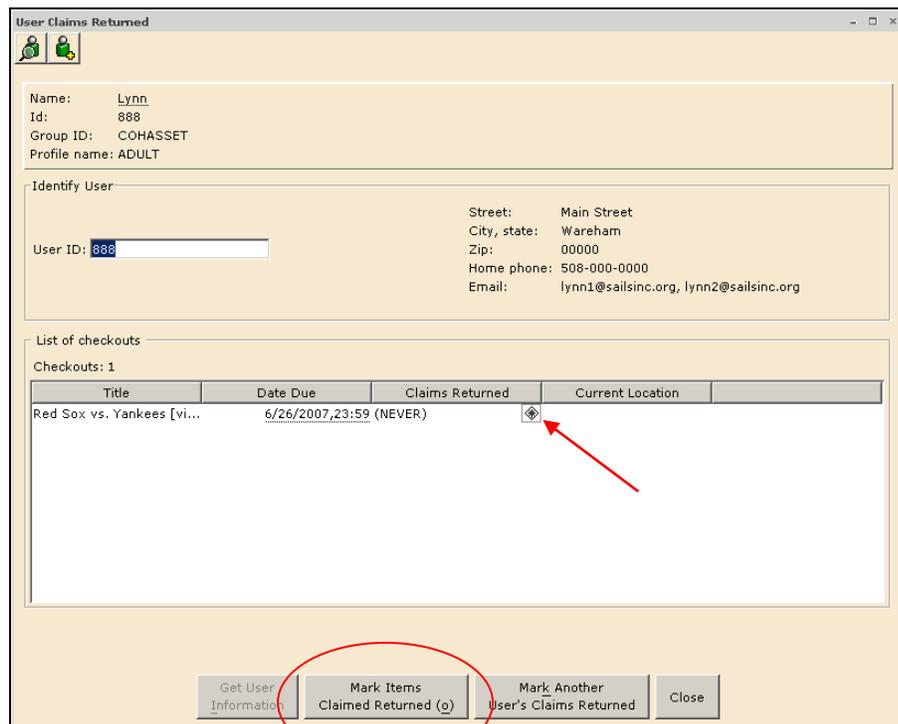
### Summary: Claimed Returned Processing

**Note:** Use this process when a patron comes to the library and says the item has already been returned.

This **will not** bill the patron for the claimed returned item.

### Instructions:

1. Click the User Claims Returned wizard  and enter the User ID.
2. Click on the calendar gadget next to the claimed return date. It is very likely that the patron is going to come in after the item is due so unless you want him to be fined for overdues or continue to receive notices for claimed returned items, you must select the due date for the claimed return date.



3. Click the Mark Items Claimed Returned button.

**Note:** After an item is set to claimed return, staff members can see the item but the patron will not see it displayed in the My Account option in iBistro.

An alert will be attached to the patron record. Use Display User and you will find the number of claimed returned items in the Summary tab. This number is not decremented automatically if a claimed returned is found and checked in.

**Lost Assumed** – Each Tuesday, SAILS runs a report that selects long overdue items and sets them to Assumed Lost.

- The patron is billed for the item.
- The item no longer appears in their checkout folder.
- The current location of the item is also set to LOST.
- If the item is returned, the Lost charge is removed from the patron record but the patron will receive overdue fines if your library assesses fines.



**Lost-Claimed** - If a patron comes to the desk to report that they have lost an item, you can use the MARK ITEM LOST wizard.

- The patron is billed for the replacement cost of the item.
- The item is given a current location of LOST.
- If the patron is paying for the item at the same time you have the option to accept payment.

**Don't** use the Billing a User or Paying Bills wizard.

**Refunds** - The system does not automatically refund a patron for a payment they made for a lost item. If you check in an item and get a message that it had been marked lost, you can go to the Bills tab of the item and see if the patron had paid for the lost item. You can then follow library procedure to refund the payment to the patron.

**Missing** - This location implies the library just can't find that particular item. **NEVER use the MARK ITEM LOST or MARK ITEM MISSING** wizard to set an item to missing. Every library has a unique Missing Patron. Check out items that you can't find to your library's missing patron. If you discharge a Missing Item the system will display a message that you have found something that had been set to missing.