Replacement of Lost or Damaged Items

<u>Charging the patron for the lost or damaged item</u>

⚠️ **IMPORTANT** Before checking in the item, check for damage. If damage is found, and you are going to charge the patron for the replacement of the item, **DO NOT** check/scan the item in. Go to the Function **Search / Holds**. Scan/input the barcode of the item to see who currently has the item checked out.

1. Go to the Function **Check Out (Circulation Desk)** and retrieve the patron record.

2. Click on the **Checked-Out Items** tab.

3. Click on the item that has been lost or damaged.

4. Click on the **Mark Lost Items** button.

Check Out	0									
Checked-Out Items	**1**	Checked-Out Items				✔ Print slip	Renew	Claim Returned	Mark Lost Items	Change Due Date
Holds	0	All	#	Barcode	Call Num	Location	Title		Due Date	Status
Fines	$0.00	✔	1	3660100012345	J PB	zzzzz	Test for Beth bib [sound recording(book a...	12-31-2015	
Check In	0									

② ③ ④

The following window will open.

⑤

⚠ Explain to the patron that the cost to replace the item is a total of $33.00. Item cost is $25.00 and a processing fee of $8.00. The patron has the choice of paying the $33.00 or purchasing a replacement copy. They are required to pay the processing fee. The replacement copy must be the exact edition of the one lost. To find that information:

5. Click on the **View Item** button.

The following window will open.

⑥

6. Click on the **View** button.

The following window will open.

8. Write down the Standard No. for the patron. The Standard No. is the same as the ISBN. (Highlighted in yellow)

⚠️ Explain to patron, the item that they purchase, has to have the exact ISBN on it.

9. Close each window until you are back to the "Mark Lost Items" window. See Below

10. Click on **Add Bills** button.

11. Click on the **Fines** tab. You will see the total cost of the item on the patron's record.

The total cost of the item will remain on the patron's record until the replacement copy is brought to the library

When the patron brings in the replacement copy:

⚠️ The processing fee has to be paid when the replacement copy is brought to the library.

1. Retrieve the patron record.

2. Click on the **Fines** tab. You will see the total cost of the item on the patron's record.

③

3. Click on the item that has been lost or damaged.

④

4. **Right click** on the item that has been lost or damaged.

The following window will open.

⑤

5. Click on **View This Fine.**

The Detailed Fine Display will open.

6. Click on the **Adjust** button. ⑥

7. Change the **Item Charge** to $0.00 and Click on **OK.**
8. Collect the $8.00 processing fee.

<u>Sending the replacement copy to the Service Center for processing</u>

1. Complete the yellow PLS Service Center routing slip. Include on the slip the barcode of the item that is being replaced.

2. Place the yellow slip in the new item.

3. Place the item in the big green envelope used in delivery. (If there are too many items to fit in the envelope, place them in a box labeled Service Center).