

# Replacement of Lost or Damaged Items

## Charging the patron for the lost or damaged item



**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.

All	#	Barcode	Call Num	Location	Title	Due Date	Status
<input checked="" type="checkbox"/>	1	3660100012345	J PB	zzzzz	Test for Beth bib [sound recording(book a... 12-31-2015		

The following window will open.

No.	Barcode	Call Num	Title	Item Cost	Processi	Billing...	Amount
1	3660100012345	J PB zzzzz	Test for Beth bib [sound recording(book and ...	\$25.00	\$8.00	\$0.00	\$33.00

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! 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.

b13268892

Material Type o KIT

Author Rey, Margret.

Title Test for Beth bib [sound recording(book and cassette)] / by Margret Rey and Alan J. Shalleck.

Call No. J PB

Summary

Record i17835392

Item-Level Holds 0

Bib-Level Holds 0

Record

Checked out on 12-03-2015 10:12 to ROTTEN, PATRON due on 12-31-2015

i17835392 Last Updated: 12-03-2015 Created: 08-08-2007 Revisions: 9

Copy No. 1 Inventory Date - - Location zzzz Millennium Default Locatio

Item Code 1 0 Checkin Location 0 Loanrule 50

Item Code 2 - --- No. of Renewals 0 Status - DUE 12-31-2015

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

The following window will open.

View Item - b13268892

File Edit View Go Tools Reports Window Help

Insert Save View Edit Summary Verify Export Print

b13268892 Last Updated: 09-16-2010 Created: 08-08-2007 Revisions: 6

Language: eng English Cat. Date: 01-09-2006 Bib Code 3: n SUPPRESS  
Skip: 0 Bib Level: m MONOGRAPH Country: mau Massachusetts  
Location: zzzzz Millennium Default Location Material Type: o KIT

MARC Leader: ##### c i m 2 2 ##### l a 4 5 0 0

Bib Utility No.	001	ocm28269804
Misc.	003	OCOLC
Misc.	005	20041217113802.0
Misc.	007	s s l u n j l c - - - -
Misc.	008	930614 s 1991 mau nn n j d eng d
Standard No.	020	0395390338 (pbk.)
Misc.	040	TULcTULdOCOLdOCLCOdMUSdCRM
Misc.	049	KITCRM

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

Mark Lost Items

Total bill: \$33.00

No.	Barcode	Call Num	Title	Item Cost	Processi	Billing...	Amount
1	3660100012345	J PB zzzzz	Test for Beth bib [sound recording(book and ...	\$25.00	\$8.00	\$0.00	\$33.00

Add Bills Update Bill View Item Cancel

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

Check Out	0	Checked-Out Items
Checked-Out Items	0	
Holds	0	
Fines	\$33.00	
Check In	0	

  

All	#	Barcode

⑪

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

Check Out	0	Fines	Collect Money	Waive Charges	Add Charge	Fines Paid	Patron Notes
Checked-Out Items	0		Total: \$33.00 Amount selected: \$0.00				
Holds	0		All	Status	Title	Location	Amount
Fines	\$33.00		<input type="checkbox"/>	Lost	Test for Beth bib [sound recording(book and cassette)] / by Margret Rey...	zzzzz	\$33.00
Check In	0						

! 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.

Check Out	0
Checked-Out Items	0
Holds	0
<b>Fines</b>	<b>\$33.00</b>
Check In	0

All	Status	Title	Location	Amount
<input type="checkbox"/>	Lost	Test for Beth bib [sound recording(book and cassette)] / by Margret Rey...	zzzzz	\$33.00

③

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

All	Status	Title	Location	Amount
<input checked="" type="checkbox"/>	Lost	Test for Beth bib [sound recording(book and cassette)] / by Margret Rey...	zzzzz	\$33.00

④

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

The following window will open.

All	Status	Title	Location	Amount
<input checked="" type="checkbox"/>	Lost	Test for Beth bib [sound recording(book and cassette)] / by Margret Rey and Alan J...		\$33.00

- Copy
- View This Item
- View This Fine
- Print Table (Receipt Printer)

⑤

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

The Detailed Fine Display will open.

Detailed Fine Display	
Name:	ROTTEN, PATRON
Patron Barcode:	26601001037261
Invoice:	840267
Type:	Lost
Call Number:	J PB Millennium Default Location
Author:	Rey, Margret.
Title:	Test for Beth bib [sound recording(book and cassette)] / by Margret Rey and Alan J. Shalleck.
Item Barcode:	3660100012345
Date Assessed:	12-03-15 03:12PM
Date Checked Out:	12-03-15 10:12AM
Date Due:	12-31-15
Item Charge:	\$25.00
Processing Fee:	\$8.00
Billing Fee:	\$0.00
Total:	\$33.00

Buttons: Adjust, OK, Print, Cancel

6. Click on the **Adjust** button.

⑥

Detailed Fine Display	
Name:	ROTTEN, PATRON
Patron Barcode:	26601001037261
Invoice:	840267
Type:	Lost
Call Number:	J PB Millennium Default Location
Author:	Rey, Margret.
Title:	Test for Beth bib [sound recording(book and cassette)] / by Margret Rey and Alan J. Shalleck.
Item Barcode:	3660100012345
Date Assessed:	12-03-15 03:12PM
Date Checked Out:	12-03-15 10:12AM
Date Due:	12-31-15
Item Charge:	\$0.00
Processing Fee:	\$8.00
Billing Fee:	\$0.00
Total:	\$33.00

Buttons: Adjust, OK, Print, Cancel

7. Change the **Item Charge** to \$0.00 and Click on **OK**.

8. Collect the \$8.00 processing fee.

⑦

## Sending the replacement copy to the Service Center for processing

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).