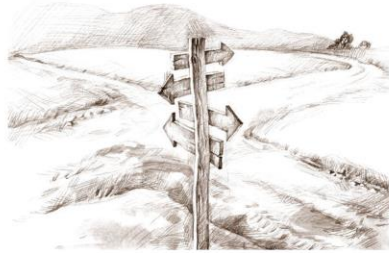







# Lost Items in Aleph Circulation: workflows to give you direction



## Bill for replacement is sent

-  Item is set to **special circ status** of “Lost”.
-  “Lost” circ status is **terminal state**.
-  **Cannot be backed up** to “claimed returned”.
-  **No more notices** will generate automatically.
-  **Replacement cost, handling cost, notice cost, AND accumulating fines may be charged.**

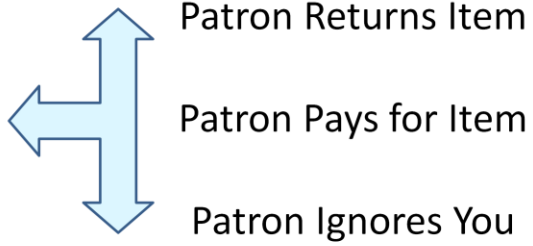
**Tab 32 for billing schedule.**

**Tab 34 (and/or tab 18) for replacement charges, handling and notice charges.**

### **Charging Accumulating Fines When Lost (Overdue/Billed)**

A new option has been added to tab100 as a LATE-RET-FINE-WHEN-LOST variable to enable charging of “finalized” accumulating fines when the item is billed as “Lost” instead of waiting until the item is returned. We will leave this tab100 LATE-RET-FINE-WHEN-LOST variable set at “N”, which is the default setting (accumulating fines are not finalized until item is returned). This tab100 parameter is set by the PALS office for each library. Libraries who wish to change this setting to enable charging of “finalized” accumulating fines when the item is billed as “Lost”, instead of waiting until the item is returned, should send in a request via the Support Center.

## 3 Possible Scenarios:



## Patron Returns Item

- ➔ How do you handle cash?
- ➔ Is the Business Office involved?
- ➔ Loan is returned.

### Tab 100

LOST-LOAN-CREDIT-METHOD: choosing "1" (default) means offsetting credit is created and BOTH credit and debit remain UNPAID, though effective balance is zero. Better method is choosing "4", which means charges are waived/cancelled and considered PAID.

REFUND-RATE: when an item that has been declared lost is returned by the patron, the charges that were made when the item was declared lost can be refunded. This variable can be used to set the percentage of each charge that will be refunded.

LATE-RET-FINE-WHEN-LOST: this variable is used to set up the library's policy with regard to lost items overdue charges. Y = When an item is declared lost, charge any overdue fines that have been accrued up to this point of time. In addition, charge the lost-item charges according to the regular tab34 definitions. Otherwise, fines are not charged until item is returned.

## Patron Pays for Item

- ➔ How do you handle cash?
- ➔ Is the Business Office involved?
- ➔ How do you handle item record?
- ➔ How do you handle loan record?

Are replacements allowed?

What is refund policy?

Will item be replaced? How is existing item record handled? Special item statuses?  
Re-use item record with new barcode? Statistics?

What to do with loan record—it will remain unless item is returned or loan is deleted.  
Ramifications if it does or does not remain.

## Patron Ignores You

- ➔ How do you handle cash?
- ➔ Is the Business Office involved?
- ➔ How do you handle item record?
- ➔ How do you handle loan record?

Will cash ever be resolved? If handed over to Business office, what if item turns up?

Will item be replaced? How is existing item record handled? Special item statuses?  
Re-use item record with new barcode? Statistics? What if item turns up?

What to do with loan record—it will remain unless item is returned or loan is deleted.  
Ramifications if it does or does not remain. What if item turns up?