

# Lost and Returned Items

## Items

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# Lost and Returned Items



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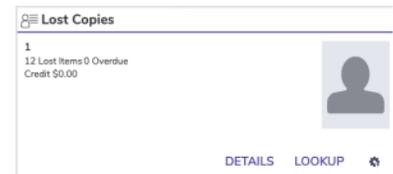
## Lost Item

When an item is declared lost, it is checked out to the **Lost Copies system patron** to remove it from circulation and flag it for later removal. In Circulation, there are two ways to report an item is lost: Lost Copies system patron, and Declare Lost.

Lost Copies system patron

If you know barcode of the lost item(s), use this method:

1. To pull up the Lost Copies system patron, type **1** in the command line and press <enter>.
2. Type the barcode of the copy was lost, then press <enter>.
3. Next, if the item was checked out to a patron, Alexandria will calculate fines and fees.



Fines are not generated if the lost item was in-stock and not checked out to a patron.

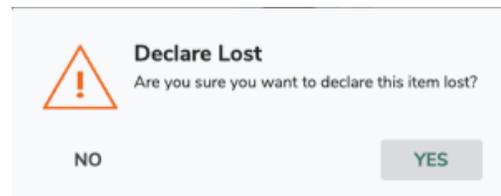
## Declare Lost

Is the patron in front of you? Use this method:

1. In Circulation, pull up the patron who lost the item.
2. On the bottom half of the screen, click the **Items Out** tab.
3. Select the copy in question, then click **Declare Lost**.
4. *Are you sure you want to declare this item lost?* If this is the correct copy, click **Yes**.
5. Next, Alexandria will calculate fines and fees.

Circulation (TL)	Items out (QE)	Holds (HH)	Reservations	Charges (F)	Command help (T)	
Copy barcode	Title	Checked out	Renewed	Due date	Site	Fine
20146	Allen l(fresearch: quest for extraterrestrial organisms	Jun 2, 2023	0	Jun 16, 2023	MIA	\$0.00
21680	Flip-Rep girl	Jun 2, 2023	0	Jun 16, 2023	MIA	\$0.00
20856	Henry Huggins	Jun 2, 2023	0	Jun 16, 2023	MIA	\$0.00
20236	The Calvin and Hobbes lazy Sunday book: a collect.	Jun 2, 2023	0	Jun 16, 2023	MIA	\$0.00
21038	The secret of the caves	Jun 2, 2023	0	Jun 16, 2023	MIA	\$0.00

SET DUE DATE    RENEW    RENEW ALL    DECLARE LOST



We recommend keeping lost items in Alexandria, rather than removing them. That way, if the item is found, you don't have to re-enter the record. Also, it is useful for tracking your records for end-of-year reporting.

## Fines and Fees

Lost items are subject to lost fees and overdue fines, and you will only see the Lost Item Fee window if the item has a set replacement cost. Payments for these charges are made separately. The librarian can waive some or all of the charges by selecting **Forgive** in the Method dropdown, or checking the forgive remaining balance box.

- **Overdue Fine:** Enter or adjust any of the charges or payments for this transaction, then click **Process**.
- **Lost Item Fee:** Enter or adjust any charges or payments for this transaction, then click **Process**.



Most users choose to forgive overdue fines on lost items, unless those items are returned, in which case they may be charged overdue fines for the entire duration they were lost.

If you choose **Cancel** to close either window, the item will *still* be declared lost and any applicable fines and fees will be posted to the patron's account. Later, the librarian can go to **Circulation > Charges** tab to apply a payment or forgive a charge.



## Lost item fee

Lost item charges are based on the replacement cost.

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**Preston Barry**  
2041

For:  
20236 The Calvin and Hobbes lazy Sunday book

### Payment options

Method	Amount
Cash <span style="float: right;">▼</span>	<input style="width: 80%;" type="text" value="\$"/>
Check <span style="float: right;">▼</span>	<input style="width: 80%;" type="text" value="\$"/>
Other - see notes <span style="float: right;">▼</span>	<input style="width: 80%;" type="text" value="\$"/>

Forgive remaining balance (\$20.00)

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### Send receipt

Print

Email

### Payment note

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CANCEL

PROCESS

## Returned Lost Item Returned Lost Item

Sometimes an item that was lost is found and returned, at which point the librarian will bookdrop the item or check it out to someone else. Here are a few things you should know.

1. It is possible for a patron to have two sets of overdue fines: one from when they lost it and another from when they found it.
2. If a partial payment or no payment is made during this process, the balance can be paid or forgiven later in **Circulation > Charges subtab**.
3. When the lost item is returned under the following circumstances, you will not see the item processing windows, and any applicable charges will be posted to the patron's account automatically:
  - The item is returned via transaction script.
  - The patron returns the item using [Self-Service](#).
  - The operator's [security preferences](#) do not allow them to process charges.
  - Circulation mode is set to Inventory Bookdrop Suppressed or Inventory Suppressed.

### 1. Return



**Alert**

10479 "Amelia to Zora" was lost by 1016 Fatima Jayson on May 24, 2023.

Do you want to process it now?

NO
YES

The librarian will bookdrop the item into circulation or try to check it out to someone else.

If you no longer want to bookdrop the item, choose **No**. Otherwise, click **Yes** to continue.

Behind the scenes, Alexandria will recalculate the overdue fine for the patron who lost the item, but you won't see the overdue fines window yet.

## 2. Process Found Item



**Process found item** ?

Forgive remaining charges and refund any payments for this previously lost item.

**Fatima Jayson**  
1016

For:  
10479 Amelia to Zora

**Send receipt**

Print

Email

**Refund options (\$0.00)**

Method	Amount
<input style="width: 100%; border: 1px solid #ccc;" type="text" value="Credits"/> ▼	<input style="width: 100%; border: 1px solid #ccc;" type="text" value="\$"/>
<input style="width: 100%; border: 1px solid #ccc;" type="text" value="Forgive"/> ▼	<input style="width: 100%; border: 1px solid #ccc;" type="text" value="\$"/>
<input style="width: 100%; border: 1px solid #ccc;" type="text" value="Charge extra fee"/> ▼	<input style="width: 100%; border: 1px solid #ccc;" type="text" value="\$"/>

Forgive remaining balance **(\$20.00)**

Refund note

CANCEL
PROCESS

This is your opportunity to refund or forgive remaining charges, and charge any additional fees associated, as required.

This window shows you the amount that was paid or forgiven when the item was lost originally (refund options) and the balance still owed (remaining balance). Totaled, they amount to the originally charge when the item was declared lost.

The **Forgive remaining balance** is checked by default, because we assume if a lost item is returned, the patron won't be charged. If the patron has already paid the fee for the lost item, Refund Credit is filled automatically. This ensures that even if you skip process, the patron is still refunded the amount in a credit that can be applied to other charges, or refunded later.

Enter or adjust any of the charges or payments for this transaction, then click **Process**.

### 3. Overdue Fines

When an item that was thought to be lost is later returned, an overdue fine is calculated retroactively from the original due date. The patron is responsible for this fine, up to the their limit set by their Overdue Patron Policy setting:

- **Fines limited by item cost.** The overdue fine will not exceed the replacement cost of the item.
- **Maximum fine for overdue item.** The overdue fine will not exceed the amount specified here.

The operator can accept the patron's payment and/or forgive (waive) all or part of this fine here. If a partial payment or no payment is made now, the balance can be paid or forgiven later in **Circulation > Charges tab > History subtab**.

Enter or adjust any of the charges or payments for this transaction, then click **Process**.

### 4. Success!

The item has been returned to circulation, and any remaining charges have been posted to the patron's account.

## Security & Policies

### Security & Policies

Operators may be limited in how they can process fines or payments. Check the following Security settings for these operators: Preference settings are listed in order of least to most access, and a higher level of access includes all lower access features. For example, if the **Circulation > Charges** preference is set to *Forgive Charges*, that user is also given the *Make Payment* and *View* permissions.

These settings apply to lost and overdue fees:

- **Account > Charges**
  - No Access
  - Make Payment
- **Circulation > Charges**
  - No Access
  - View
  - Make Payment
  - Forgive Charges
  - Charge Fee
- **Circulation > History**
  - No Access
  - View
  - Add Credit
  - Refund