The Lost Workflow
Version 12 - February 2006

1. Book declared Lost, Not returned

Circ staff clicks Lost in Circ client, or System declares loan “lost” 33 days after overdue Notice

Pursue patron for payment, or patron comes forward

Patron pays Lost/Replacement charges?

Search for Item

Print lost loans report

Enter loan Note "search N on date 20040203"

Item found?

Patron pays Lost/Replacement charges?

Search Limit reached?

Pursue patron for payment, or patron comes forward

ITEM LOST, NOT RETURNED
Collect lost charges in Cash Transactions

DO NOT DISCHARGE
Inform users that if they later find and return the book, they are entitled to a refund if the item has Not been replaced, but they will have to pay the overdue fines in that case.

See 2. Book Declared Lost, then Found workflow

See 3. LTS Workflow

CIRC: set item process status to “LP – Declared Lost” (aka lost by patron)
2. Book Declared Lost, then Found

Circ staff clicks **Lost** in Circ client, or System declares loan "lost" 33 days after overdue Notice

Book found after searching, or returned

Replacement/Processing charges already paid?

**Discharge item**
System CREDITS replacement and processing charges
**DO NOT waive the overdue fine**

Collect overdue fine

Processing Status LP?

Yes

Reset Item Processing Status to blank

Send to LTS to be Undeleted (Item Processing Status LX)

No

Send item for Resheling

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**Discharge item**
System **DOES NOT** credit replacement and processing charges
System charges Overdue Fines

Item already replaced or on-order? or 6 months have passed?

Yes

**Inform Patron that the Library Director's Office will handle the refund**

Send e-mail with details to Director's Office requesting credit of replacement charges only and annotate student record (do not credit fine on record so that your cash still balances)

**No**

Collect Overdue Fine

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**DO NOT**
Refund Replacement/Processing charges

**WAIVE** overdue fines
Bibliographers: Run the Crystal Declared Lost report

reorder item?

Yes

ACQ: add order, new item. set old item's process status to "LX - Lost permanently" (suppressed on MUSE)

No

Is it a single copy?

Yes

Add STA deleted to bib record
set item process status to "LX - Lost permanently"
unlink item from holdings
delete holdings if appropriate

No

Set item process status to "LX - Lost permanently"
unlink item from holdings
delete holdings if appropriate

No