



# CLEAN UP

## Long Overdue (Lost) Items Basic Overview

### **LOCATE** long overdue lost items

- Use report 1854-Long Overdue Cleanup
- Make sure a replacement cost is present
- Pay attention to who owns the item

### **SET STATUS** to long overdue (lost)

- Status may need unset then reset
- Automatically checks the item in
- Automatically charges the patron the cost of the item

### **CLEAN UP** patron account & item

- Deal with accumulated fines based on your library's policy
- If it's your item, decide whether to replace and/or discard

### **RESOLVE** issues with lending libraries

- Remove the lending library from the situation by reimbursing them
- Utilize Materials Replacement if applicable only as a last resort



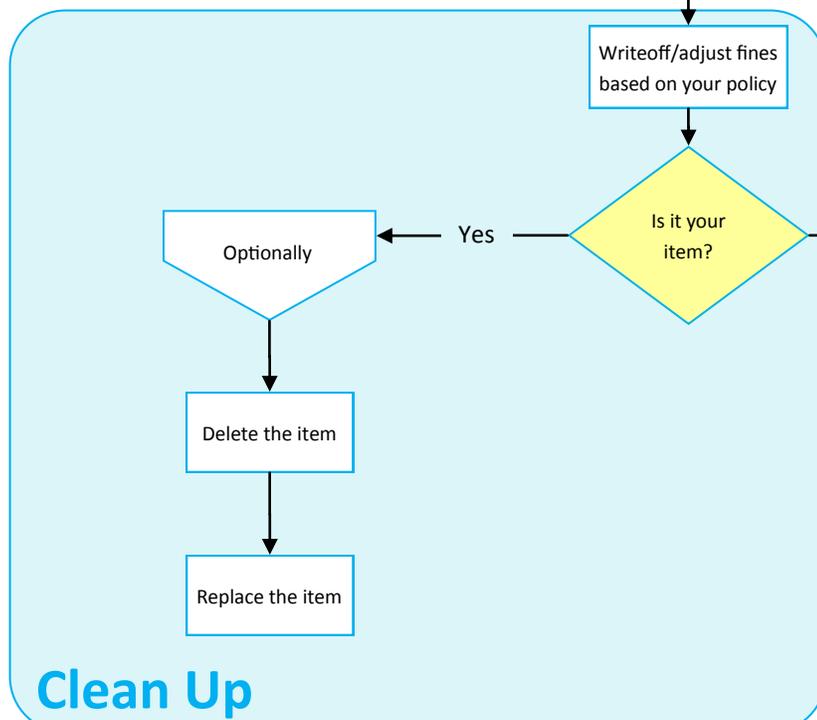
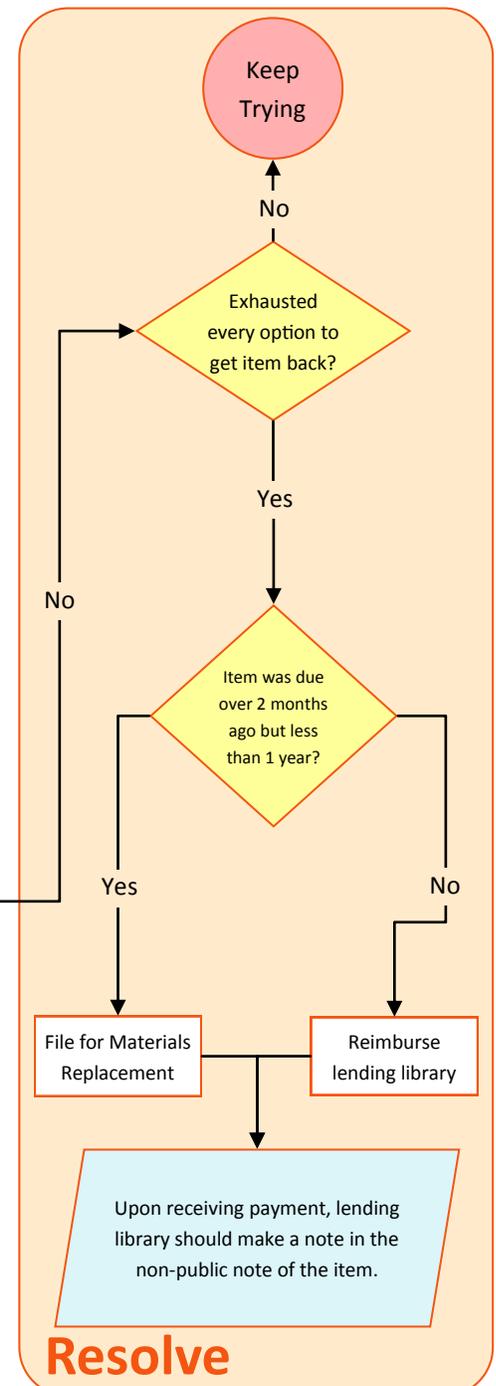
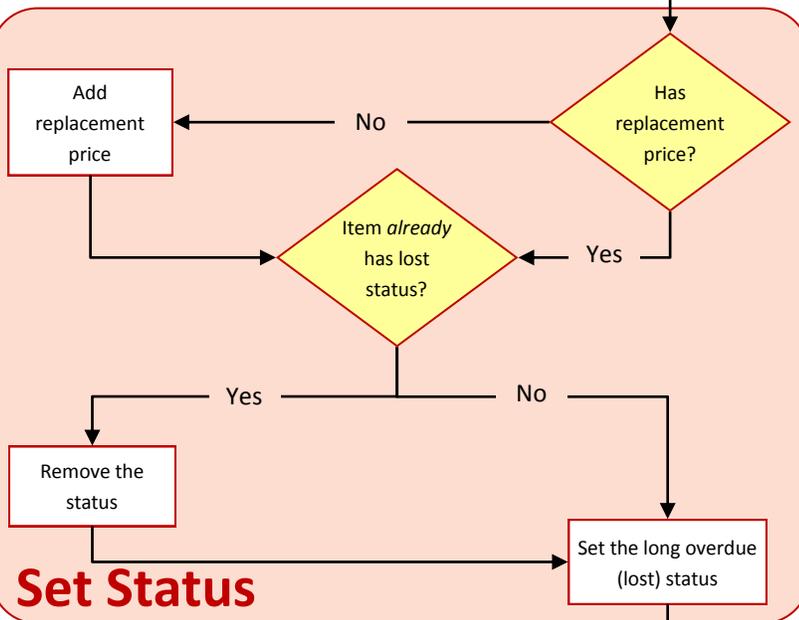
# CLEAN UP

## Long Overdue (Lost) Items Detailed Overview

Locate long overdue items. This can easily be done by running report 1854—Long Overdue Cleanup

### Locate

Pay Attention! Is it your item or not?





# CLEAN-UP Long Overdue (Lost) Items How-to

Long Overdue (Lost) items are those that have been checked out and overdue for more than 100 days. These items are marked lost and left on the patron's card. It's important to clean these up to stop fines from unnecessarily calculating out of control, and to clear up outstanding overdue items.

**Step 1.** Identify the outstanding items by running report [1854 - Long Overdue Cleanup](#)

**Step 2.** Go to the patron account via the link in the report

Link to Account	itemnumber	surname	firstname	date_due	barcode	
<a href="#">l230</a>	176516	██████████		1999-05-12 23:59:00	34311000134758	Auto repai
<a href="#">24311000021298</a>	400365	██████████		2013-05-16 23:59:00	34311002031350	Sam the s
<a href="#">24311000021298</a>	484134	██████████		2013-05-16 23:59:00	34311002257880	Boo hoo B

**Step 3.** Make sure there is a replacement price for the item

Checked out on	Checked out from	Call no	Charge	Price	Renew select all   none	Check in select all   none
27/2014	Iola Public Library	ILL F R	0.00	26.95	1 Not renewable	<input type="checkbox"/>
Totals:			2.40	26.95	Renewal due date: <input type="text"/>	
						Forgive fines on return: <input type="checkbox"/>

*If no replacement price is present, add one via Edit Items. If the price isn't locatable, make one up. This is very important!*

**Step 4.** Click the barcode to get to the item detail page

1 Checkout(s)		0 Holds		
Due date	Title	Item type	Checked out on	Checked out f
01/27/2012 23:59 Long Overdue (Lost)	Black Hills /, by Roberts, Nora	<a href="#">34311002095686</a> Book	01/27/2014	Iola Public Libr

**Step 5.** Remove current lost status (if necessary). Choose the empty space and click 'Set Status'.

**Statuses ( Lost )**

Current location: Iola Public Library

Checkout status: Checked out to Bonnie DaDog, Last ren

Current renewals: 1

Lost status: Long Overdue (Lost)

Damaged status:

Withdrawn?: No

**History**

**Statuses ( Lost )**

Current location: Iola Public Library

Checkout status: Checked out to Bonnie DaDog, Last ren

Current renewals: 1

Lost status: Long Overdue (Lost)

Damaged status: Choose

Withdrawn?:

Claims returned  
Local Availability Only  
Long Overdue (Lost)

**History**

**Step 6.** Apply the Long Overdue (Lost) status by choosing it then clicking 'Set Status'

**Statuses ( Lost )**

Current location: lola Public Library  
 Checkout status: Checked out to Bonnie DaDog, Last ren  
 Current renewals: 1  
 Lost status:    
 Damaged status:    
 Withdrawn?: No

**History**

Accession date: 06/30/2009  
 Total checkouts: 8 (View item's checkout history)

**Step 7.** Return to the patron account, notice the item is checked in

Checking out to Bonnie DaDog (31415926535897)

**Cannot check out!**

> **Fees & Charges:** Patron has Outstanding fees & charges of 29.35. Checkouts are **BLOCKED** because fine balance is **OVER THE LIMIT**. Make payment

**Notes:**  
 test patron

**Messages:**  
 Add a new message

0 Checkouts 0 Holds

Patron has nothing checked out.

**Step 8.** Negotiate the fine to fit your library's policy. For cleanest results, writeoff original fine then create a manual invoice for the correct fine amount.

Account

Date	Description of charges	Note	Amount	Outstanding	Print
01/27/2014	Fine Fine 419672 View item Black Hills /	1/2 Price of Book	13.48	13.48	<input type="button" value="Print"/>
01/27/2014	Writeoff View item Black Hills /		789.10	0.00	<input type="button" value="Print"/>
01/27/2014	Lost Item Black Hills / 34311002095686 View item Black Hills /		26.95	26.95	<input type="button" value="Print"/>
01/13/2014	Black Hills / 01/09/2014 23:59 View item Black Hills /		0.60	0.00	<input type="button" value="Print"/>
01/13/2014	Lost Item The shack : 34311002026053 View item The shack :		14.99	0.00	<input type="button" value="Print"/>
01/13/2014	Item Returned 34311002026053		-14.99	0.00	<input type="button" value="Print"/>
01/13/2014	The shack : 01/02/2014 23:59 View item The shack :		1.80	1.80	<input type="button" value="Print"/>
05/09/2012	test fines Sundry		12.00	0.00	<input type="button" value="Print"/>
05/09/2012	Writeoff		12.00	0.00	<input type="button" value="Print"/>
<b>Total due</b>				<b>42.23</b>	

Manual invoice to bring fine down

Original fine written off

Charge for lost book created by marking item lost

**Step 9.** You can optionally delete your item at this point, or wait and delete them in a batch at a later date. ***Don't delete items owned by other libraries!***

**If the item is owned by a different library...**

- Exhaust every option to get the item back
- Charge the patron with the above procedure
- Fill out necessary paperwork for Materials Replacement if applicable (between 2 months and 1 year overdue)
- Reimburse the owning library
- When the owning library receives payment, they should add a non-public note to the item stating "Paid for by [Library] on [Date]" and change the status to 'Lost and Paid For' if desired