# Claimed Lost and Damaged Items

## Putting Claims on Items

When an item is checked out to a patron, but the patron claims they have already returned it, or never checked out the item, you can assign a CLAIM status to the item.

To assign a CLAIM status:

1. Open the patron’s record. CHECK OUT should be the default action. Switch over to OUT view.



1. Select the check box next to the item(s) to CLAIM.



1. Click the MAKE A CLAIM button.



1. Choose the appropriate CLAIM status.
2. Click on the green CLAIM button. 

## Lost Items

NOTE: Items with a status of LOST were checked out by a patron and lost. MISSING items were lost/misplaced from the library without being checked out.

To declare an item LOST from the patron’s ITEMS OUT list:

1. Open the patron’s record. CHECK OUT should be the default action. Switch over to OUT view.



1. Select the check box next to the item(s) to DECLARE LOST.



1. Click the DECLARE LOST button.



1. Choose action option (Pay, Waive, Charge) and click on OK.



1. Charged items will automatically show in the patron’s ACCOUNT SUMMARY.



## Damaged Items

When an item is returned damaged and deemed “unable to circulate” the staff member to check in the item will mark the item as damaged.

In Leap

1. Open the item record (regardless of assigned branch) by clicking on the checked in item.
2. Open the item record and select BLOCKS AND NOTES.
3. Change the LIBRARY ASSIGNED BLOCK to DAMAGED.



1. In PHYSICAL CONDITION add description of the damage as well as staff information [initials @ library code].



1. Click SAVE.

The same staff member will then charge the patron, if applicable.

1. Open the last patron’s record (regardless of assigned branch). This can be done by clicking the patron’s name on the check in screen or by viewing the circulation history of the item.



1. Open the patron’s ACCOUNT tab and select ADD CHARGE.
2. Add the item’s replacement cost.
3. Select DAMAGED ITEM as the fee reason.
4. Scan/type in the damaged item’s barcode.
5. Add note [damage description - initials @ library code].
6. Click ADD CHARGE



If either the item and/or patron are not from your library complete the damaged item form. Then, if necessary, send the item to the patron’s library via van run. Label the item as damaged.

If the patron takes responsibility the fee can be paid right away or can remain as a charge on the patron’s account (if the patron denies responsibility, waive the charge). If you have taken money for the damaged item, send a cheque with a copy of the damaged item form notification, to the owning library.

**NOTE: If you decide to weed the item from your collection without charging a replacement cost, email the patron’s library to confirm no charges will be levied and remove the charge from the patrons account.**

## Unable to lend an item

1. Check in the item.



1. A FILLS A HOLD notice will appear, click NO
2. A REACTIVATE HOLD notice will appear, click YES. This ensure the patron is placed at the top of the holds queue.



1. An ITEM IS IN-TRANSIT notice will appear stating the owning library, An ITEM IS IN-TRANSIT notice will appear stating the owning library, click YES.
2. Click item to open ITEM RECORD. In the BLOCKS AND NOTES tab change LIBRARY ASSIGNED BLOCK to damaged and note the damage in the PHYSICAL CONDITION field of the item record [Item received in damaged condition – yourinitials@yourlibrarycode].



1. Complete the damaged item form. Then send the item to the owning library via van or courier. Label item as damaged.



1. Click SAVE.

## Payment for Damaged and Lost Materials

1. If damage to an item is caused by a patron, or if a patron has lost an item, the patron is responsible for paying for the item.
2. If the transacting library is unable to collect money from the patron, the transacting library is responsible for compensating the owning library for the lost or damaged item.
3. The library that checks an item out to a patron is the transacting library, regardless of whether the patron then renews the item at another library. If the patron subsequently damages or loses the item, the transacting library to invoice remains the original check-out library not the library that had renewed the item.
4. When sending an invoice for a damaged item to the transacting library, please send the damaged item as well.
5. If the owning library’s item becomes lost through ILL outside of TRAC, that library must contact and invoice the ILL library directly.
6. Patrons and the transacting library are not responsible for damage or loss that occurs during shipping.
7. The charge for a damaged or lost item will be the item's price stated in the item record, with no cost beyond that amount.
	1. Incorporate any necessary processing fees into the item's price during record creation.
	2. The local default price becomes the price when the item record cost field is blank.
	3. See image for example.



1. The owning library must invoice within a year of an item becoming lost if they want to receive compensation. Once a year has passed the library is not obligated to pay.
2. After four (4) months if the owning library has any concerns about an unpaid invoice from a library, they can contact their Regional Headquarters.
3. The library receiving the patron’s payment will go into the patron’s record and mark the charge paid.
4. Payment: A cheque from the transacting library should be sent to the owning library.
	* Information to include: item barcode, item title, and patron name.
	* DO NOT send the patron’s cheque to the owning library.
5. It is the owning library’s decision to repurchase or delete the item.
6. ME patrons shall be treated the same as registered patrons within the transacting library, both in privileges and responsibilities; i.e. regarding damaged and lost items. The transacting library may contact and invoice the ME patron directly; and the transacting library may also be invoiced by the owning library.

## Claimed to Lost Procedure

The TRAC Operational Guidelines state:

“Items assigned the status of “claim returned/never had” can be considered ‘lost’ after six months. Restitution will be made to the owning library; the owning library will invoice the transacting library for the replacement of the material. The transacting library can decide whether or not to recoup the cost from its patron/wandering patron.”

*\*The Owning library should check its shelves and ask the Transacting library to do the same before proceeding to convert the Claimed item to Lost.\**

There is no function in Polaris to change a Claim status to a Lost status (either through the Item record or Patron record), so the Owning library may consider the item lost and invoice for it. The Transacting library is obligated to pay the invoice, in the same way that it is for any other lost item and may choose whether or not to recoup the cost from its patron or wandering patron.

# Run a Claimed Report

## Polaris

Access Utilities > Reports and Notices > Cataloging > Item > Claimed Items choose your library and hit submit. Please check each item record on your report to confirm the transacting library to invoice as some patrons may be wandering.

## Simply Reports

In Simply Reports, click on the **Items tab** and select **Item List Reports**.

Select the following categories for output:

* Item Assigned Branch Name (this is the owning library)
* Item Barcode
* Item Call Number
* Item Checkout Branch Name (this is the transacting library)
* Item Circ Status
* Item Claimed Date
* Item Price
* MARC Title
* Patron Barcode for Claimed Item
* Patron Full Name for Claimed Item.

Select the categories for sort:

* Item Claimed Date.

General Filters:

* Select your library.
* Select Record Status: Final
* Select Circ Status: Claim Returned and Claim Never Had (to select two options, hold the CTRL key while selecting the options).

Run the report and create an item record set from the results. Remember the record set name so that you can search for the record set in Polaris or Leap.



# Create a Lost Item Record Set

You will need to manually create a record set if you run the canned report in Polaris.

## Owning Library

In the claimed report, look for the *Item Claimed Date.* Calculating from this date, the Owning library generally waits *six months* before changing the status to lost and invoicing for the Claimed item. Items claimed more than 6 months prior should be added to a lost item record set.

1. Delete the lost items in the record set. From the item record workform, click on the black X icon to delete it. **This is the only time you will ever delete an item in Polaris**.
	1. If you receive messages about last copy options, choose the option *Suppress from PAC*.
	2. Lost items that have been paid for or waived from the patron account workform are deleted by TRAC each week.

Verify that the charge has remained on the patron’s account. If it does not appear in their account, manually add a charge in their patron account and put the barcode of the item in the Associated field. This will remove it off your lost list as well as ensure that the patron is accountable.

1. Do not put a blocking note on a patron that is not registered to your library.

This will remove these items from your Claimed report.

**NOTE:** Deleting the item record will also delete the Claimed information from the patron record (although the number of claims made by the patron will be retained on their account).

# Send an Invoice to the Transacting Library for Claimed Items

If the Owning library wishes to be reimbursed for the Claimed item—*at the latest*, it should invoice the Transacting library ***within a year***of the item becoming Claimed. If the Owning library waits longer to invoice than a year from the date the item became Claimed, the Transacting library is not obligated to pay the invoice.

Once payment has been received, place a “paid” note in the item record’s **Temp Location** field and re-save the record. Add the item to a lost item record set to be deleted by HQ.

### Transacting Library

**Transacting Library:** When you receive an invoice for a Claimed item that is now considered Lost, your library must pay the Owning library’s invoice. If you want the Claim information to be retained, place a note in your patron’s record restating the Claim information (which you will find in their Status view), because this information will disappear from the patron record’s Status view once the Owning library receives your payment and deletes its item record.

* If you intend to recoup payment from your patron, manually create a charge in the Status View—Account of the patron record, including the item barcode and an explanation in the note field that it was a Claimed item now considered Lost.

### What if the patron library and the transacting library are different?

* This means this person is a *wandering patron*. In this situation, charge the transacting library. For more information on wandering patrons, see the TRAC Operational Guidelines.