

Claims Returned Procedure

All OWLSnet libraries may use the Claims Returned features of the automated system on their items. Library staff can access canned reports via the ILS to help manage their claimed returned situations.

Please note: Libraries should only be using Claims Returned for their own items. However, because CARL allows for staff to select multiple branches when an item is claimed, staff can do this if they choose. The Claims Returned List canned report will add the item(s) to each library's report that was selected from the pop-up window. But please keep in mind, if a library marks materials not owned by that library as Claims Returned, they may be responsible for reimbursing the owning library for the cost of the item.

Claims Returned

Libraries may use Claims Returned when the patron indicates an item owned by that library was returned. If a patron claims to have returned an item owned by another library, the patron or library staff should contact the owning library.

When marking an item Claims Returned, staff can choose to mark it as claimed at one branch, or multiple branches. For multiple branches, check the box, "Multiple Branches" and in the pop-up window list of branches, ctrl+click those branches the patron thinks they returned the item(s) to.

Items marked as Claims Returned will keep the items on the patron account, however, they will move from the "Charge" summary to the "Claimed" summary of the patron account.

Items marked as Claims Returned will change to Lost after 28 days and the patron will be billed for it. The ILS will do this automatically.

If the item is found by staff, they can check the item in through Returns to remove it from the patron's account and have it go back to shelf or in transit to fill a hold.

If the patron returns the item, staff can either:

1. Scan the item through Returns to check it in – no fines will accrue, OR,
2. Staff can "Remove" the item from the Claimed summary to put it back in the Charges or Overdues summary of the account so that the appropriate fines can accrue.