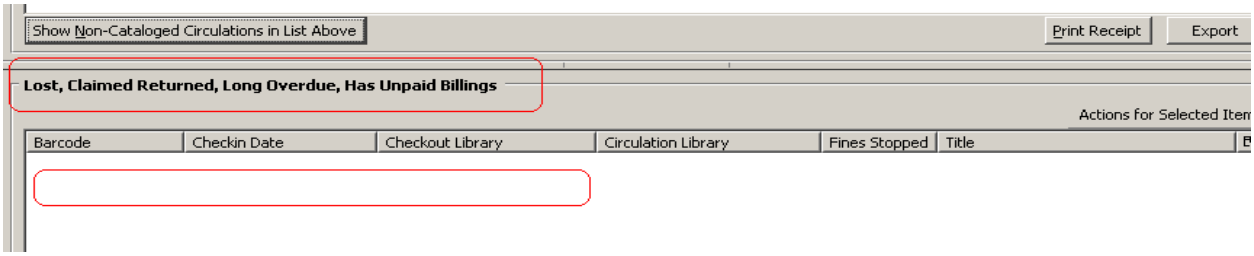
QUESTION: Why does the patron screen show items in "Lost, Claimed Return, Long Overdue, Has Unpaid Billings" when the items have been returned?



ANSWERS

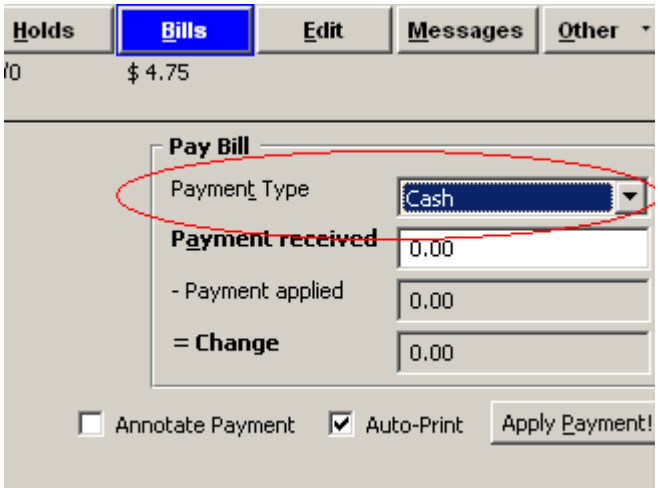
1. There are current bills on the patron's account associated with the item. The item will display in this section of the patron's record until all bills associated with the item are paid or forgiven.

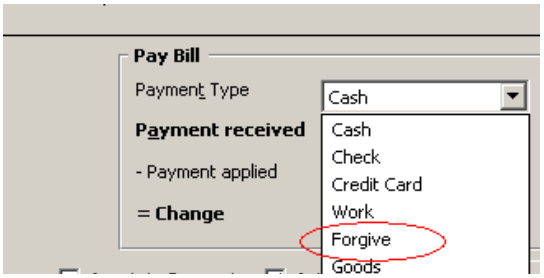
   Confirm the item was properly checked-in. Rescan the item to check it in again. In most cases, the replacement cost and the processing fee should come off the patron's account with this action. The patron will still owe overdue fines.

2. If the amounts still show on the patron's account and the items still appear on the patron's account, it means an incorrect action was taken with respect to the bill. At this point, staff may modify the patron's account if the charges are owned to your library. Do not "VOID" bills associated with lost, claimed returned and long overdue items. Use "FORGIVE" to modify or eliminate the bill. Use of "VOID" may create refunds and credits on patron accounts that are difficult to resolve and create billing issues.

HOW TO FORGIVE A BILL:

In the billing screen, click the payment type dropdown. Select Forgive, and enter amount.





EXAMPLE 1:

February 5: Patron reports a book lost. At this point there is a $3.50 overdue fine. The OWNING library marks the item LOST in the circulation screen. The patron now has a bill for $28.50 ($15 for the book, $10 for processing fee and $3.50 in fines). Marking the item LOST means no additional fines accrue.

February 10: Patron returns the book and wants the cost of the item and processing fee removed from her account. When the item is checked in, the cost of the item and the processing fee should automatically come off the patron's account. If this does not happen, staff should confirm that the item was checked in properly and "FORGIVE" the $25. Do not "VOID" the $25.

EXAMPLE 2:

February 5: Patron claims she returned a DVD. The OWNING library marks the item "claimed returned." At this point, there is a $2.00 overdue fine because the item is overdue by 8 days.

February 7: Library staff find the DVD on the shelf. At this point, the library should check-in the item and and "FORGIVE" not "VOID" the $2.00 overdue fine.

EXAMPLE 3:

February 5: Patron reports to his home library that he lost a book that he borrowed from Library A. At this point there is a $1.50 overdue fine. Library A should inform the patron that the OWNING library will bill him for the lost item, a processing fee and the overdue fine.

February 5: Library A should contact the OWNING library and report that the patron indicated the item is LOST. The OWNING library marks the item LOST. The patron now has a bill for $26.50 ($15 for the book, $10 for processing fee and $1.50 in fines). Marking the item LOST means no additional fines accrue.

February 25: Patron returns the book to Library A and wants the cost of the item and processing fee removed from his account. Staff at Library A should check in the book and transit it back to the OWNING library. Be sure to include a note that the item was marked LOST to alert the staff at the OWNING library that additional action may be necessary with respect. Only the staff at the OWNING library may modify the patron's bill. The patron should be advised to contact the OWNING library regarding the bill as staff at the owning will decide what to do with the bill. Staff at the OWNING library should "FORGIVE" the $25. Do not "VOID" the $25.