Claims lost, returned, never had

Find information about changing the loan status of an item to reflect claims lost, returned, or never had.

Overview

Use loan statuses to note patrons’ claims about items.

Note: Loan statuses can only be changed at the checkout screen.

Change loan status

1. In the left panel Assist Patrons area, scan or type the patron barcode in the Enter barcode box. The Checkout tab of the patron record appears.
2. Click in the check box (first column on the left) and click the Change Status button.

In the Change Item Status window choose the status claimed by the patron:

<table>
<thead>
<tr>
<th>LOAN STATUS</th>
<th>RESULT</th>
<th>STATUS IN WORLDCAT LOCAL/ DISCOVERY PATRON INTERFACE</th>
</tr>
</thead>
<tbody>
<tr>
<td>Claimed Lost</td>
<td>Item status changes to Lost. The patron will be billed for a replacement cost plus any fees set by library in their Long Overdue and Lost Policy in OCLC Service Configuration.</td>
<td>Not Available</td>
</tr>
<tr>
<td>Claimed Never Had</td>
<td>Item status changes to Claimed Never Had</td>
<td>Not Available</td>
</tr>
<tr>
<td>Claimed Returned</td>
<td>Item status changes to Claimed Returned. Depending on the date the item was claimed returned, overdue fees may apply as set by library in their Loan Policy in Service Configuration.</td>
<td>Not Available</td>
</tr>
</tbody>
</table>

For more information on statuses, see Check item status or location.

See Patron Type Policy for information about setting the Max number claimed lost, Max number claimed returned, Max number claimed never had per Patron Type. If the patron exceeds this limit, they will be blocked.

3. Enter the date claimed by the patron.
4. Click Change. The item is removed from the list of checked out items.