Linscheid Library
Policy on lost, missing, billed, and claims returned items

Definitions

Missing:
  The item has a record, and has not been checked out, but cannot be found on the shelf. The item was searched for 3 times before being declared missing.

Billed:
  A patron checked out an item, it was not returned, and they were billed for it. The patron has not paid these fees.

Lost & Paid:
  A patron checked out an item, it was not returned, and they were billed for it. The patron paid the replacement & billing fees for the item.

Claims Returned:
  A patron checked out an item. The patron claims that they have returned the item, but there is no record of the item returning to the building.

High-Use and Low-Use items:
  Items are defined as high-use when they have either been on reserve within the last four years, and/or if they have been checked out one time in the last four years. Items are defined as low-use when they do not meet these criteria.

Priority Low-Use Items:
  These are low-use items that have been missing, billed, or claims returned for at least 12 months when the summer list is created.

Overview

Circulation will start the process of creating the list at the beginning of each semester and will send the finalized list to liaisons by July 1 in Summer, November 1 in Fall and March 1 in Spring. Liaisons must make a decision on the items in the lists, and inform the appropriate departments of these decisions, by the first of the next month.

Circulation Procedures

Circulation will start the process of creating the list at the beginning of each semester. After an initial run of the list, Circulation will go through the formal search process for all items before finalizing the list for the liaisons.

Items will not be put on the list if they have been missing, billed, or claims returned for less than six weeks. Lost & paid items of any age will be put on the list.
In Summer, this list will contain all items, including Priority Low-Use. In Fall and Spring, this will contain only Lost & Paid and High-Use items that have gained their item status since the Summer list was sent out.

Circulation will send out the finalized list to liaisons by July 1 in Summer, November 1 in Fall and March 1 in Spring.

Creating the list
  • Follow internal Circulation procedures laid out in Creating the Missing etc list .docx

Organizing Records
  • Technical Services will suppress all records in the list in a way that does not mark them for deletion at the end of the year
  • Status: Missing
    o Circulation will ensure that the following are done for all missing items:
      ▪ Add a note to the item record in a standard format dating when the item was lost
      ▪ Notes will be in the format “Marked missing MM/YY by [intials]”
      ▪ For large numbers of records this can be done with Rapid Update
  • All statuses
    o For everything that does not fall into the Low-Use category, Circulation uncouples items from patron records before sending list out to librarians so that patron still owes the value of the item & subsequent fees
    o If they are regular Low-Use and the liaison decides to retain for one year, no action is taken
      ▪ All other Low-Use items will be uncoupled as above

Searching & Maintenance
  • Items retained for one year will remain on search until the next Summer list
    o If they are returned or found within that year:
      ▪ The item will be un-suppressed
      ▪ Items with status: missing will have their “Marked missing...” note deleted

Liaison Procedures

Liaisons must make a decision on the items on the lists and inform the appropriate departments by August 1 in Summer, December 1 in Fall and April 1 in Spring.

Decisions to be made on items
  • Lost and Paid, Priority Low-Use (Summer Only), High-Use
    o Replace or Withdraw
• Low-Use (Summer Only)
  o Retain for one year, replace, or withdraw

**Informing Appropriate Departments**

- Liaison sends withdrawal requests to Technical Services
- Liaison sends replacement requests to Collection Services
- Liaison informs Circulation on retaining regular Low-Use items for a year