Linscheid Library  
Claims Returned Policy

This policy applies when a student or community patron claims an item has been returned, but it is still checked out to their account.

- The patron is responsible for notifying the library that they claim they returned the item(s). The patron provides the approximate date returned and the return method (delivered to front desk or book drop).
- The Circulation students search for 2 weeks according to the Claims Returned Procedures.
- The patron searches their home, car, personal belongings, etc. for 2 weeks.
- If the item is not found in the library or by the patron, the patron is responsible to pay for or replace it. To replace the item, the patron may bring an equal or newer copy.

When a faculty or staff member claims an item has been returned, the following policy applies.

- The patron is responsible for notifying the library that they claim they returned the item(s). The patron provides the approximate date returned and the return method (delivered to front desk or book drop).
- The Circulation students search for 2 weeks according to the Claims Returned Procedures.
- The liaison librarian informs the patron of the results of the search. If the item has not been found in the library, the liaison requests the patron searches their office, home, etc. one more time.
- The Public Services Librarian will put a message on the patron’s account that a claims return occurred on a certain date and will note the item’s title. The message will also document the communication between the liaison librarian and the patron. For example, “Claims return for “To Kill A Mockingbird” on 6/27/17. (initials of liaison librarian) contacted patron for follow up on search process on 7/23/17 but received no response.”
- If there is a patron that has exceeded a reasonable number of claims return, the Public Services Librarian will inform the Library Director.