

Subject: Claims Returned

Purpose:

To establish a no-fault policy for handling an item that is still showing on a patron's record but is thought by the patron to have been returned.

Policy:

When a patron informs staff that an item charged to his or her account has been returned, library staff in all branches will search for the item. If the item is not located, a claims returned status is offered to the patron.

The claims returned status allows the patron a four week time period to search for the item. Library staff will also continue to search for the item. Additionally, this status allows the item to remain tied to the patron's account without accruing fines or interrupting the patron's borrowing privileges. If there are borrowing limits placed on a format or class of items, having an active claims returned status on record will impact the number of items a patron can check out with those limits.

If the item is not located by the end of the four week period, the item will be removed from the patron's account. No replacement cost or fine associated with the item will be charged to the patron. If the item is located within the library, the item will be discharged from the patron's account and the fine removed. The claims returned status counter will be returned to zero.

A patron may complete the claims returned process one time for one item without being charged the replacement cost. Once a claims returned status has been generated on a patron's account, the patron is ineligible for a future claims returned privilege and will be responsible for the cost of any lost items on his or her record.

References:


- None

Attachments:

- None

Approval:

Montgomery-Floyd Regional Board of Trustees
January 19, 2011.



January 19, 2011

Date

Michael Hemphill, Chair