Learn how to perform a Claims Lost Return transaction in OLIB.

Circ. Desk

Claims Lost Return Transaction

This is a transaction type to be used when a User claims that he/she has lost an item that is recorded as on loan to him/her. To process a Claims Lost Return transaction:

1. In the Circ. Desk screen, set Transaction Type to **Claims Lost Return**.
2. Return the item as normal by entering the barcode in the **Copy** field.

OLIB returns the item as a **Claims Lost** return, and the User will be recorded in the **Lost By** field in the item's Copy record. In addition, a list of copies that the User has lost is included in the **Lost Copies** list box in the User domain.

If the item is subsequently brought back to the library and you perform a **Return** transaction, OLIB responds:

This copy is marked as unavailable. It has a copy status of Claims Lost [cmc016]

Continue?

Click Yes to continue.

Note: you will need to go to the Copies screen and manually update the Copy Status to e.g. **Available** to make the Copy available for circulation again.