

Mark Item Lost Wizard Guide

Last updated: March 13, 2024

Use the Mark Item Lost Wizard when a patron loses an item, or an item is damaged and must be replaced and needs an immediately bill. This wizard is not part of the overdue notices and billing cycle.

When a library user pays for the replacement copy, the payment must be sent to the itemowning library

Examples:

Patron leaves a book in the airport Patron's new puppy chewed a book Patron's toddler colored the inside of a book

1. Open the Mark Item Lost wizard in the Items Group.



- 2. Search for the lost item ID using the Item Search helper to search the bibliographic database or use the Display User helper to search the patron's account.
- 3. Using the Item Search helper:

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Add Brief Title		
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4. Mark Item Lost: Item Search

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Index:	Title	Type:
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	Mark Item Lost Cancel	

- Search for: Enter the item title
- Index: Use the drop-down menu to select Title
- Library: Change to the owning library
- Type (Radio buttons): Select Browse

5. On the Mark Item Lost: Item Search result screen:

Wrk Item Los	st : Item Search							
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Search for:	DVD MON (BLU-RAY)						•	Search
Index:	Call Number						-	Туре:
Library:	W0_WASH-PL						-	Keyword
Current	The monuments men - DVD MON (BLU-RAY)	- ID:A8	6701881646					Browse
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	III	4			III			•
			Mark Item Lo	st				

- Highlight the Item ID
- Click the Mark Item Lost button on the bottom of the popup screen.

6. The item ID will appear in the Item ID box on the Mark Item Lost screen.

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7. Click the Mark Item Lost button.

8. The Mark Item Lost: Billing for Lost Item/Processing Fee box will appear containing user information, item information and billing information:

rk Item Lost : Billing for Lost Item/Pro	cessing Fee	- 🗆 ×
Billing user		
User ID: D667001267 Alt ID: 123456	TROXELL, MARTHA JO	
For lost item		
Item ID: A66701881646 Title: The monuments men Price: \$25.00	DVD MON (BLU-RAY)	
Billing info		
Amount Lost item: \$25.00 Processing fee: \$7.00	Payment type:	
Bill User	Pay Now (b)	
	1	

- Bill User button: Information is posted to the user's account to pay at a later date,
- Pay Now button:
 - Payment type: Use the drop down menu to select a payment type
 - Click the Pay Now button

rk Item Lost : Confirmatio)n	-	×
User ID: TROXELL, MARTHA JO	D667001267		
Lost item fee: \$25.00 Processing fee: \$7.00 Paid in full			
DVD MON (BLU-RAY) A66701881646 The monuments men			
	OK (c)		

- The Mark Item Lost: Confirmation box pops up
- Click the OK button.

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lls	Item id	Title	Current location	
ch and Display	A66701881646	The monuments men	LOST-CLAIM	
m Status				
Image: Control of the second secon				
ems ®				

The item information will appear in the List of Items display window The current location is changed to LOST-CLAIM.

The information for the item is saved to the patron's account under Paid Bills.

1. Using the Display User Helper:

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2. Mark Item Lost: User Search

Refer to the User Search Helper document for more information on searching for patrons: <u>http://alsi.sdp.sirsi.net/client/search/asset/3483</u>

earch for; STARINSH dex: Name AND OR Type: Cervent user checkouts Select All
earch for; STARISISI dex: Name AND OR Type: Characteristic Constraints Type: Characteristic Constraints Type: Characteristic Constraints Characteristic Constraint
AND OR Type: Type: Type: Type: Comment user checkouts Select All
Uduk Prafine View OK Provide Browse Browse user group List of users User ID Alt ID Phone Current user checkouts Select All
List of users
Durrent user checkouls
List of users
Name User ID Alt ID Phone
Current user checkouts Select All
Name UserID Att ID Phone
Current user checkouts
Current user checkouts Select All
Select All
Select All
Select Title Item ID Date Due Reserve Type
Markitem Display this Return to
Mark Item Lost User Group User Group List Cancel

Basic name search:

- Search for: Enter patron's name
- Index: Name
- *Library*: ALL_LIBS
- Type (radio button): Select Browse

3. On the Mark Item Lost: User Search popup box:

earch for idex: ibrary: .ist of use	Name ALL_LIBS	5		*) AN	ID OR	Searc Type: C Key Bro C Bro	h word wse wse user group		
Name			User ID	4	Alt ID		Phone		
TARE, J		AMS	D8801055	103			217-245	-5125	-
TARFIS		K.	D1500987	65 10009076			309-123-	-4567	=
STARK (2	017), COL	IN	D6610181	01	00173340				
STARK, A	NN L		D1427516	i48			309-693-	-9035	
STARK, A	RLENE K		D0313774	48	IL 53620115	8866	309-275-	-9225	
STARK, A	SHLEY M		D1433248	150			309-681-	-9819	
STARK, E	ARBARAJ	IEAN	D1712690	142			309-267-	-9047	
STARK, E	ECKY L		D1205436	647			309-321-	-8036	_
STARK, E	ETH		D1216261	89			285-972	8	*
Current u	t All	Title		Item ID	Date Due		Reserve	Туре	
[The mor	numents	A66701881646	4/2/2015,23	3:59		BLU-RAY	

- Highlight the user
- 4. The patron's current checkouts are displayed in the lower window of the popup box.

Search for: ndex: Nam .ibrary: ALL	ne						
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ibrary: ALL			ANDOR	Type.			
link of up on	_LIBS		•	 Rey Bron Bron 	word wse wse user group		
List of users							
Name		User ID	Alt ID		Phone	•	
STARE, JENNIE	E ADAMS	D880105503			217-24	5-5125	
STARFISH, PAT	TRICK	D150098765			309-12	3-4567	E
STARFISH, PAT	TRICK J	D15009998098976					
STARK (2017),	COLIN	D661018101	00173340				
STARK, ANN L		D142751648			309-69	3-9035	
STARK, ARLEN	IE K	D031377448	IL 5362011	58866	309-27	5-9225	
STARK, ASHLE	YM	D143324850			309-68	1-9819	
STARK, BARBA	ARA JEAN	D171269042			309-26	7-9047	
STARK, BECKY L		D120543647		309-3		21-8036	
STARK, BETH		D121626189			285-97	28	~
Select All	Title The mo	Item ID numents A6670188	Date Due 1646 <u>4/2/2015,2</u>	23:59	Reserve	Type BLU-RAY	

- Place a check mark in the box in front of the Lost item.
- Click the Mark Item Lost Button

5. The item ID will appear in the item ID box on the Mark Item Lost screen.

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US Fine Free Discharge	The monuments men			
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Paying Bits	List of Items			
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Check Item Status				
2 Help				
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Users				
Items (2)				
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6. Click the Mark Item Lost button.

7. The Mark Item Lost: Billing for Lost Item/Processing Fee box will appear containing user information, item information and billing information:

rk Item Lost : Billing for Lost Item/Processing Fee 🛛 – 🗉 🗙			
Billing user			
User ID: D15009998098976 Alt ID:	STARFISH, PATRICK J		
For lost item			
Item ID: A66701881646			
Title: The monuments men Price: \$25.00	DVD MON (BLU-RAY)		
illing info			
Amount			
Lost item: \$25.00	Payment type:		
Processing fee: \$7.00			
Bjil User	Pay Now (b) Cancel		
	T		

- Bill User button: Information is posted to the user's account to pay later,
- Pay Now button:
 - Payment type: Use the drop-down menu to select a payment type
 - Click the Pay Now button

Mark Item Lost : Confirmat	tion	-	×
User ID: STARFISH, PATRICK J	D15009998098976		
Lost item fee: \$25.00 Processing fee: \$7.00			
DVD MON (BLU-RAY) A66701881646			
The monuments men			
	OK (c)		

- The Mark Item Lost: Confirmation box pops up
- Click the OK button

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The item information will appear in the List of Items display window The current location is changed to LOST-CLAIM.

The information for the item is saved to the patron's account under Paid Bills.

Questions??

Contact the RSA help desk at help@rsanfp.org or RSA staff at 866-940-4083