

Mark Item Lost Wizard Guide

Last updated: March 13, 2024

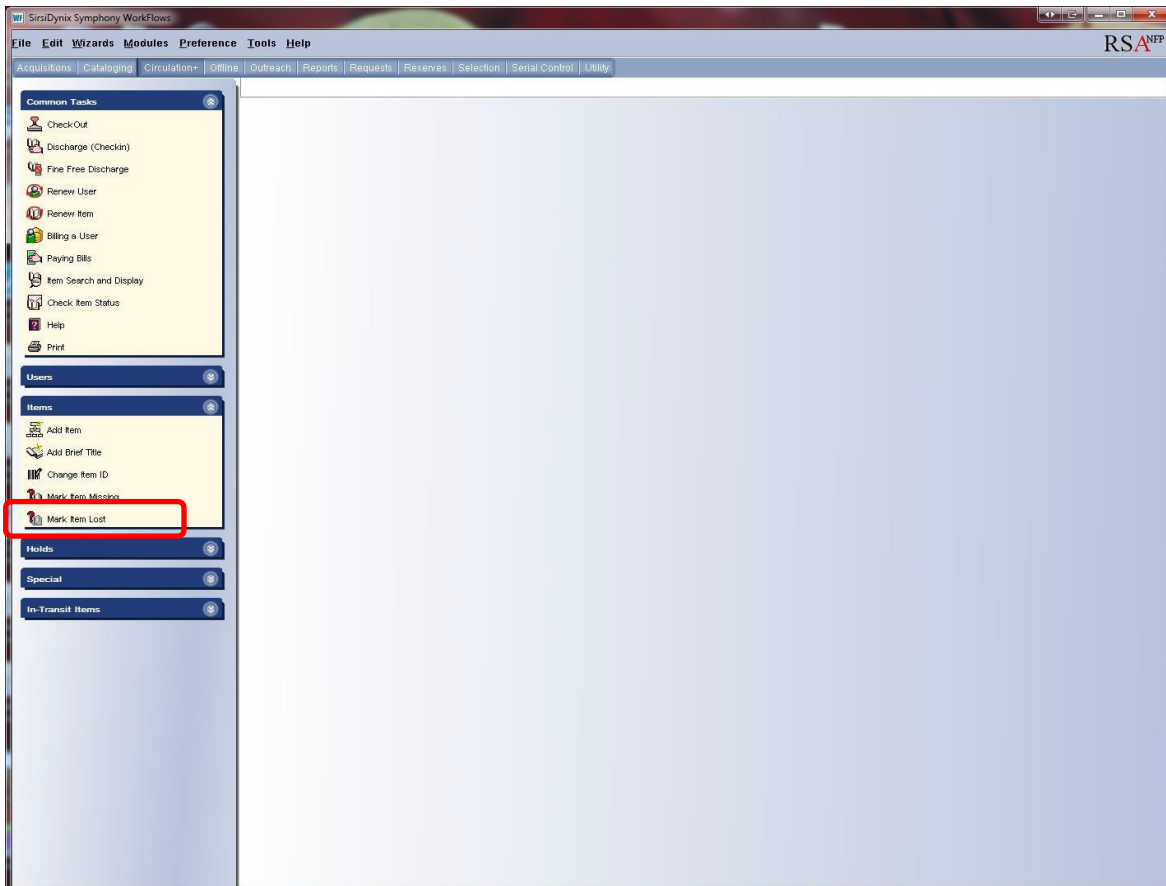
Use the Mark Item Lost Wizard when a patron loses an item, or an item is damaged and must be replaced and needs an immediately bill. This wizard is not part of the overdue notices and billing cycle.

When a library user pays for the replacement copy, the payment must be sent to the item-owning library

Examples:

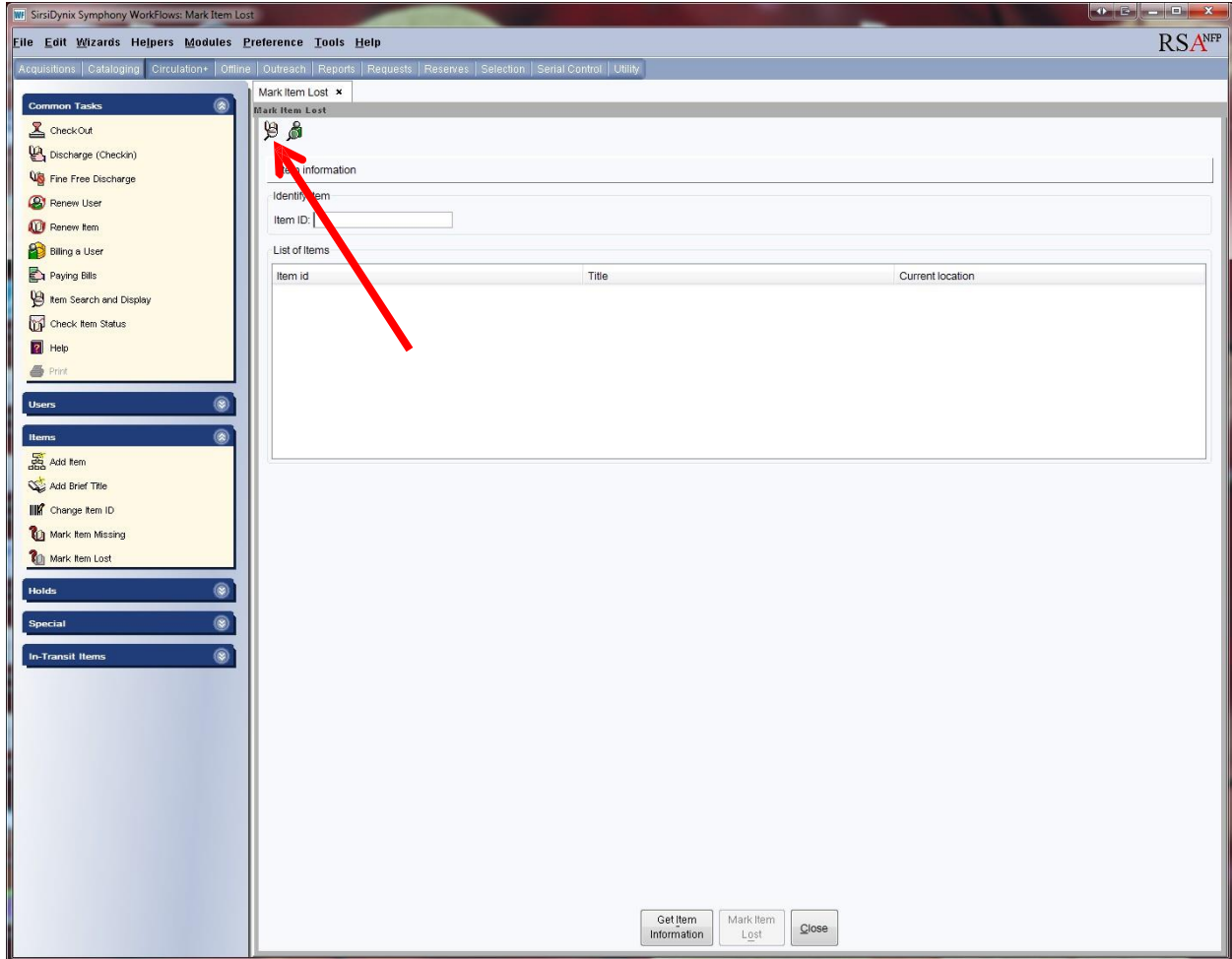
- Patron leaves a book in the airport
- Patron's new puppy chewed a book
- Patron's toddler colored the inside of a book

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:



4. Mark Item Lost: Item Search

MARK ITEM LOST: ITEM SEARCH

Search for: Monuments men

Index: Title

Library: W0_WASH-PL

Current:

Search

Type:

Keyword

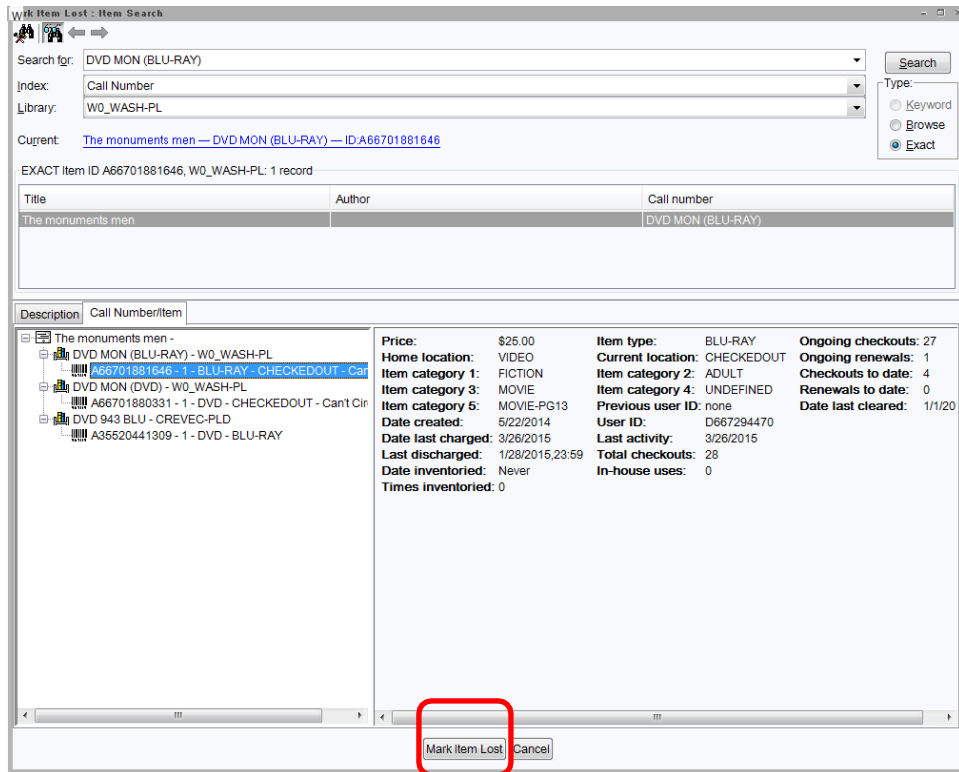
Browse

Exact

Mark Item Lost Cancel

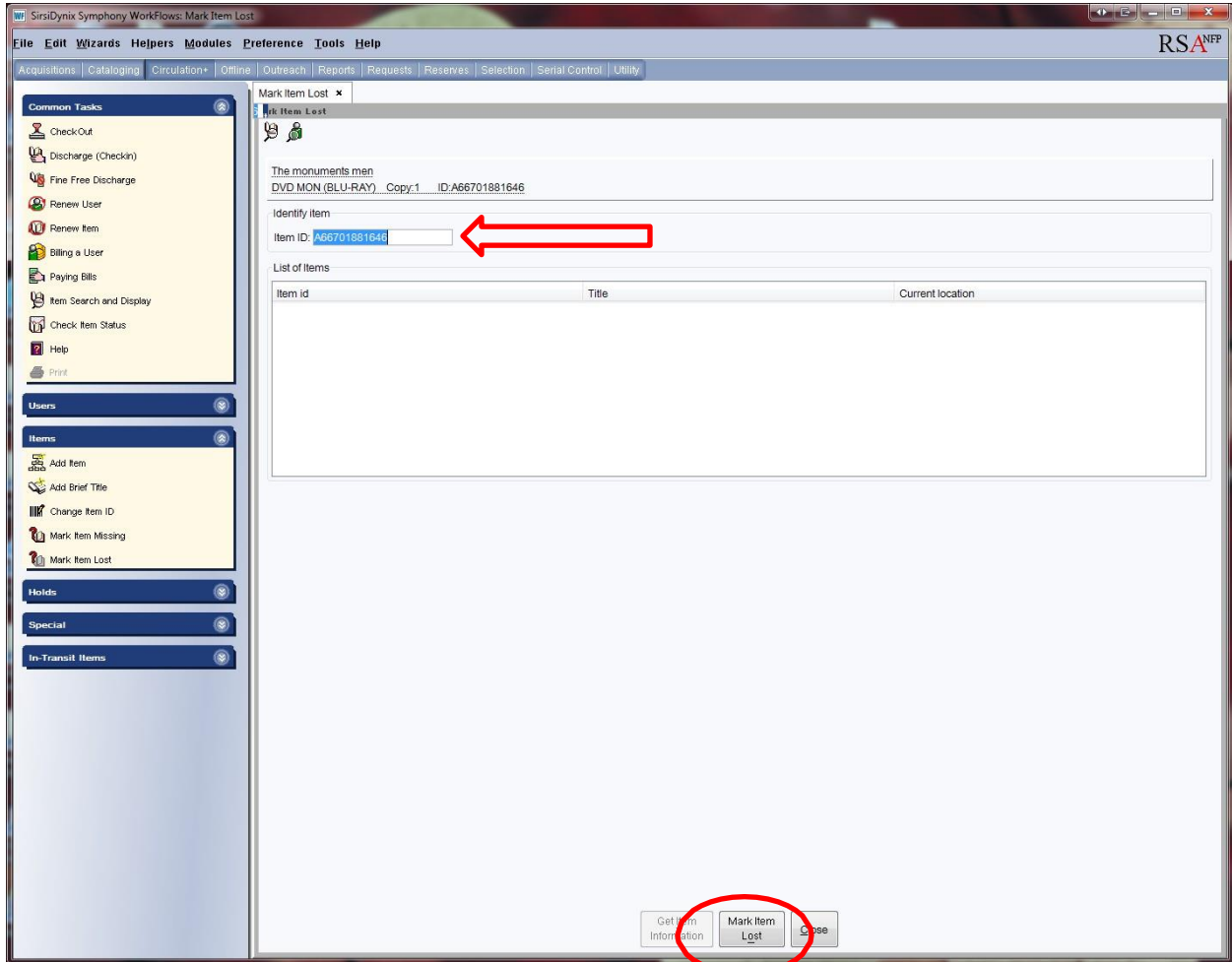
- *Search for:* Enter the item title
- *Index:* Use the drop-down menu to select Title
- *Library:* Change to the owning library
- *Type (Radio buttons):* Select Browse

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



- 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.



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/Processing 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: [dropdown]

Bill User Pay Now (b) Cancel Lost Item Bill

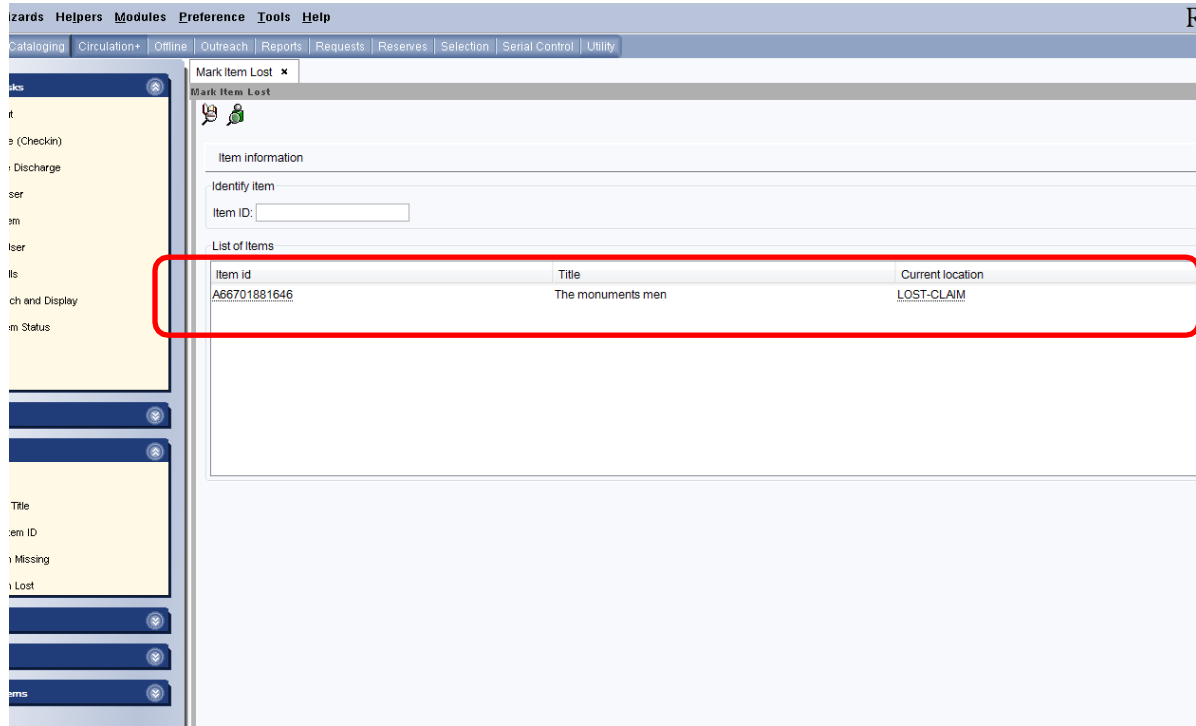
- *Bill User button*: Information is posted to the user's account to pay at a later date,
- *Pay Now button*:
 - Payment type: Use the drop down menu to select a payment type
 - Click the Pay Now button

rk Item Lost : Confirmation

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

OK (o)

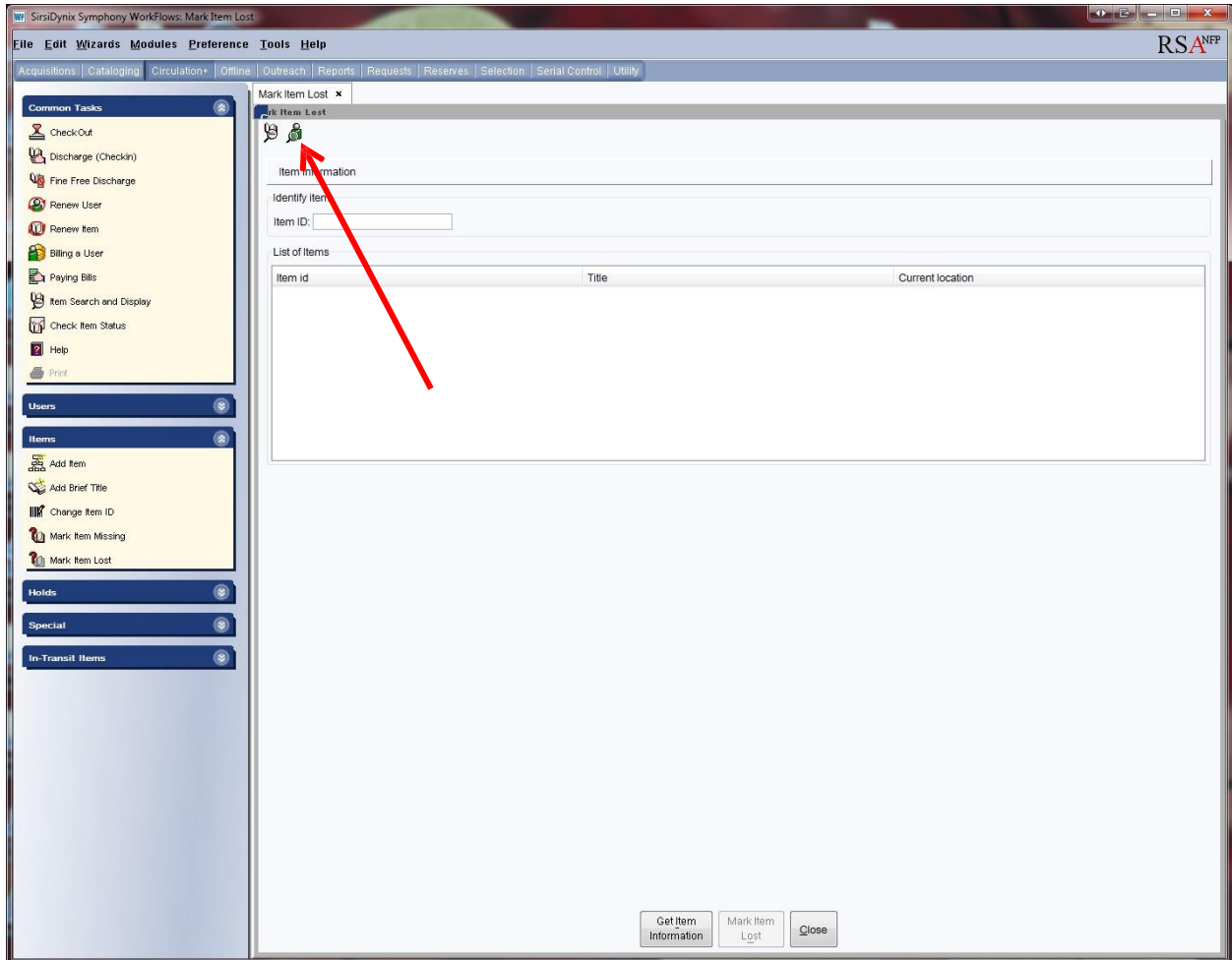
- The Mark Item Lost: Confirmation box pops up
- Click the OK button.



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:



2. Mark Item Lost: User Search

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

Search for: Search

Index: Name AND OR Type: Keyword Browse Browse user group

Library: ALL_LIBS

List of users

Name	User ID	Alt ID	Phone
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Current user checkouts

Select All

Select	Title	Item ID	Date Due	Reserve	Type
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Mark Item Lost Display this User Group Return to 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:

Search for:
Name:
STARFISH

Search for: Search

Index: Name AND OR Type:
Library: ALL_LIBS Keyword
 Browse
 Browse user group

List of users

Name	User ID	Alt ID	Phone
STARF, JENNIE ADAMS	D880105503		217-245-5126
STARFISH, PATRICK	D150098765		309-123-4567
STARFISH, PATRICK J	D1500999098976		
STARK (2017), COLIN	D661018101	00173340	
STARK, ANN L	D142751648		309-693-9035
STARK, ARLENE K	D031377448	IL 536201156866	309-275-9225
STARK, ASHLEY M	D143324850		309-681-9819
STARK, BARBARA,JEAN	D171269042		309-267-9047
STARK, BECKY L	D120543647		309-321-8036
STARK, BETH	D121626189		286-9728

Current user checkouts

Select All

Select	Title	Item ID	Date Due	Reserve	Type
<input checked="" type="checkbox"/>	The monuments ...	A66701881646	4/2/2015,23:59		BLU-RAY

Mark Item Lost Display this User Group Return to User Group List Cancel

- Highlight the user

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

Resource Sharing Alliance NFP

Search for:
Name:
STARFISH

Search for: Search

Index: Name AND OR Type:
 Keyword
 Browse
 Browse user group

Library: ALL_LUBS

List of users

Name	User ID	Alt ID	Phone
STARRE, JENNIE ADAMS	D880105503		217-245-5125
STARFISH, PATRICK	D150098765		309-123-4567
STARFISH, PATRICK J	D15009998088976		
STARK (2017), COLIN	D661018101	00173340	
STARK, ANN L	D142751648		309-693-9035
STARK, ARLENE K	D031377448	IL 536201158866	309-275-9225
STARK, ASHLEY M	D143324850		309-681-9819
STARK, BARBARA JEAN	D171269042		309-267-9047
STARK, BECKY L	D120643647		309-321-9036
STARK, BETH	D121626189		285-9728

Current user checkouts

Select All

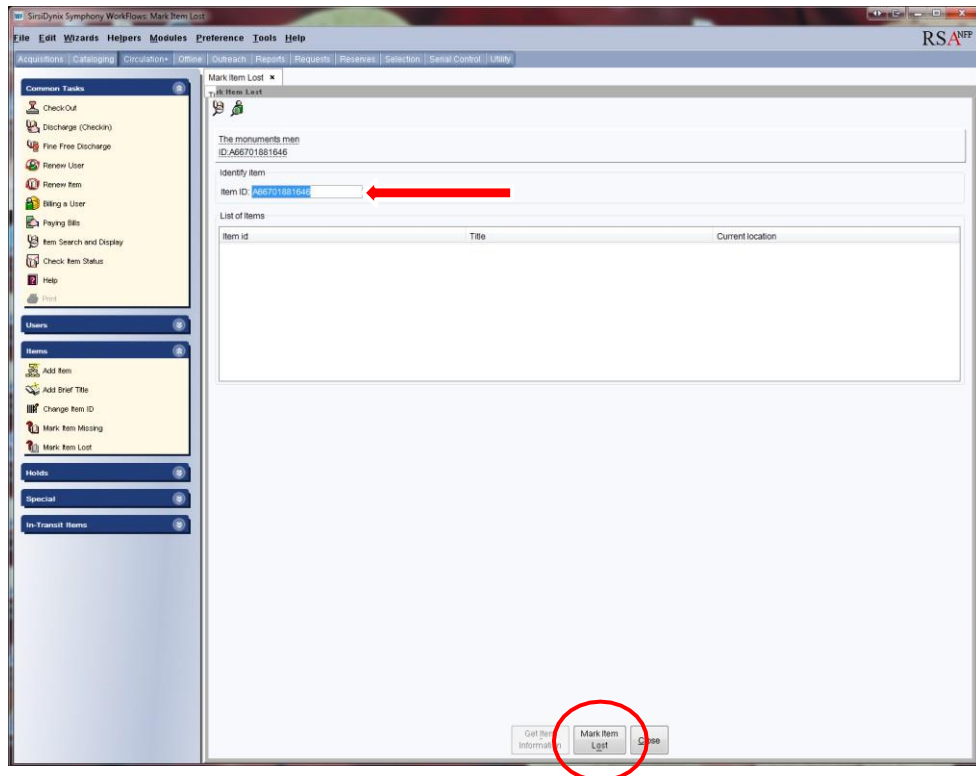
Select	Title	Item ID	Date Due	Reserve	Type
<input checked="" type="checkbox"/>	The monuments ...	A66701881646	4/2/2015,23:59		BLU-RAY

Mark Item Lost Display this User Group Return to User Group List Cancel



- 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.



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:

Mark Item Lost : Billing for Lost Item/Processing Fee

Billing user
User ID: D15009998098976 STARFISH, PATRICK J
Alt ID:

For lost item
Item ID: A66701881646 DVD MON (BLU-RAY)
Title: The monuments men
Price: \$25.00

Billing info
Amount
Lost item: \$25.00 Payment type:
Processing fee: \$7.00

Bill User Pay Now (b) Cancel Lost Item Bill

- *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 : Confirmation

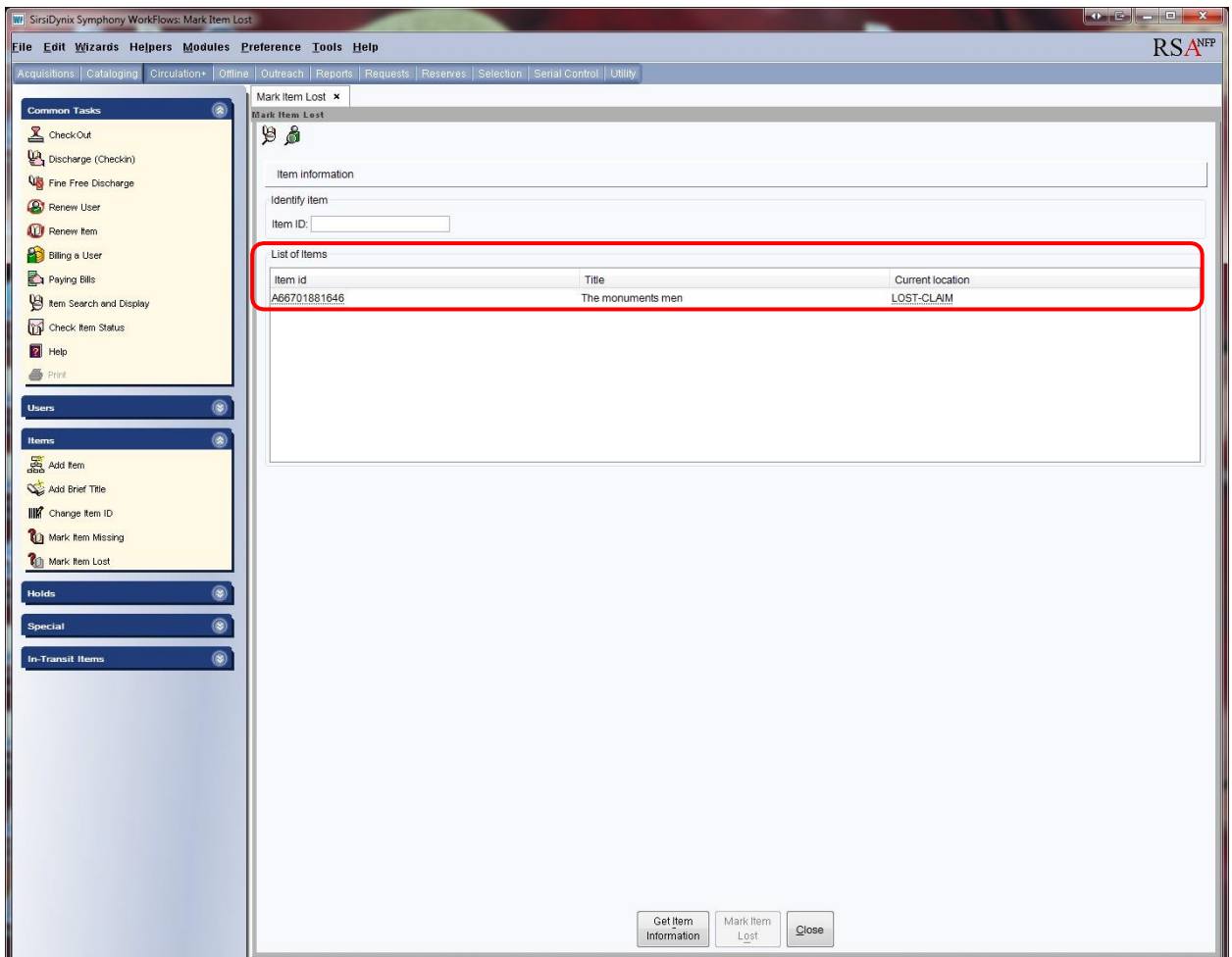
User ID: D15009998098976
STARFISH, PATRICK J

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



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