

Step by Step – What to do when items are Lost by a patron

When a patron admits to having lost an item, put a **Lost block** on the patron's record for that item:

- a. Identify the patron in the checkout window.
- b. If the block screen appears, click CKO to close it.
- c. Click on the All Items Out button at the bottom of the window to see what the patron has out.
- d. Highlight the item that has been lost.
- e. Click on the CKO menu at the top of the screen.
- f. Click on Lost.
- g. Click on OK.
- h. Note the amount that the patron will be charged.
- i. Click on continue.
- j. Optional: If you or another staff member needs to adjust the amount charged, click on Blocks at the bottom of the CKO window and click on change amount to put in a new figure.
- k. Optional: If the patron wishes to pay for the item, click on Blocks, and Payment, and enter the amount paid.

Note: Items also become Lost after they have been overdue for a certain period of time. The Lost status preserves the link between the item and patron, which would otherwise disappear within 30 days.