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.