PROCEDURE

CIRCULATION:
PATRON CLAIMS RETURN

- If a patron claims to have returned an item, encourage him/her to fill out a "Patron Claims Return" form (sample below)
- Circulation staff will:
  - Print patron's Charged Items (or Fines/Fees screen) listing overdue items
  - Attach list to the Patron Claims Return form
  - Request search of item by Technical Processing staff

PATRON CLAIMS RETURN FORM

The last patron of record is responsible for the return of lost items. If a patron claims to have returned an item to the library, he/she may fill out the following form:

- Name _______________________________________________________
- Telephone number ______________________________________________
- Approx. day and time the item was returned? _____________________
- Was item placed in a book drop? _______ Returned at counter? _______
- Could the item have been returned to:
  - Public Library (NOLS)? ________________________________
  - PAHS Library? ________________________________
  - Other location? ________________________________
- I searched for the item in my home, car, etc.? ____________________
- I did not check out the item____________________________________
- Other comments/information ___________________________________

Library staff will:
- Search the shelves and notify patron of results within one week_________