

# Montgomery County Memorial Library System Lost Items Policy Overview

## Policy Statement

### Circulation System Declares Items Lost

The day end process on the circulation system makes the following adjustments on items if not already declared lost by library staff.

- Changes the item status to **LOST**
- Posts the replacement cost of the item in the patron's **CURRENT BLOCKS** under the heading **LOST**.
- Patrons are not charged overdue fines when paying for lost items. If an item is returned after it has been paid for and any overdue fine is posted, the overdue fine should be waived from the record. The patron will be refunded the cost of the item, not including the processing fee.
- In some cases, a patron will have declared an item lost before the system has set the item as lost. If the item is returned before payment is received for the item, the customer will owe the overdue fine posted by the circulation system.

### Lost or Missing Item Returned Messages

In Horizon, lost items are unpaid items that remain charged to the patron until they are checked in, paid for or aged to missing by the circulation system. Lost books go to **missing status** after 366 days. In most cases, if a **Lost** item is found a pop-up message appears.

In Horizon, missing items are lost items that were paid in full by the patron or were assigned missing status. Once an item is paid for, Horizon considers it checked in. In most cases, if the **Missing Item Found** message box appears, no charges are due on the item. The block, usually a credit, may be viewed in the **Patron's Current Blocks**. Missing items are removed from the system after 365 days in missing status. Staff should review the patron's account and remove any processing fee.

## Document Review Dates

Document Name	Lost Items Policy
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