

Claims Returned/ Never Checked Out

If someone disputes an item checked out on their account, you can either mark it “Claimed Returned” or “Claimed Never Checked Out”. The main differences are whether the item stays connected to the patron account and what happens to the status of the item.

Claims Returned

The date entered for a **Claims Returned** item establishes the fine. If the date given is past, bills will be adjusted accordingly, and remain linked to patron account until resolved. Patron’s **Claims-returned Count** is automatically increased, and the item’s status is changed to **Claimed Returned**.

1. Click **Items Out** in patron account.
2. Select the item and click **Actions → Mark Claims Returned**, enter date, and click **Submit**.
3. The item is now displayed on the patron’s **Other/Special Circulations** tab.

Claims Never Checked Out

1. Click **Items Out** in patron account.
2. Select the item and click **Actions → Claims Never Checked Out**, and click **OK/Continue**.
3. The item is checked in effective from the check out date, disappears from the patron account, and has its status changed to **Missing**.