

Adding a Charge with Go Lost

All OWLSnet libraries may use the Go Lost feature of the automated system on their items. Please note: libraries may only use Go Lost for their own items. If a library marks materials not owned by that library as Lost, they may be responsible for reimbursing the owning library for the cost of the item.

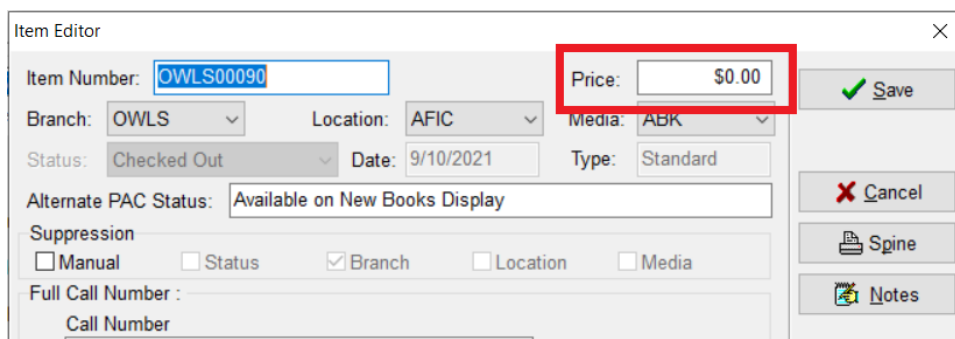
Lost Items

Libraries may use Go Lost (for their items) when a patron indicates an item was lost or damaged. OWLSnet recommends that patrons wait for the billing cycle if possible. If the item was destroyed, or the patron is certain the item is permanently gone, libraries can set the item to Go Lost. Setting an item to Go Lost will change the item status to Lost. The price should be verified immediately, and a bill can be generated using the OWLSnet billing template if a patron wishes to pay later. CARL will **not** generate a printed bill, so the billing template must be used to give the patron a bill.

Do **not** use Go Lost on items your library does not own. If a patron says an item is lost, tell the patron that the owning library will bill for that lost item. The library or patron may contact the owning library and request that an item be set to Lost to quickly bill the patron. The owning library should verify the price and generate the bill. If a library collects money before billing for a lost/damaged item owned by another library and the price is wrong, **the collecting library is responsible for paying the difference to the owning library.**

To set an item as Go Lost, follow these steps:

1. In CARL-X, go to the patron's account, choose the Summary tab and select the Charges radio button.
2. Highlight the item you wish to mark as Go Lost.
3. Double-click the item to make sure the price is correct.
4. If the price is not correct, click Edit, change the price, and Save. You can then Close.



The screenshot shows the 'Item Editor' window. The 'Price' field is highlighted with a red box and contains '\$0.00'. Other fields include 'Item Number: OWLS00090', 'Branch: OWLS', 'Location: AFIC', 'Media: ABK', 'Status: Checked Out', 'Date: 9/10/2021', 'Type: Standard', and 'Alternate PAC Status: Available on New Books Display'. There are buttons for 'Save', 'Cancel', 'Spine', and 'Notes'.

5. Click the "Go Lost" button along the bottom of the screen.

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Search
 ID: 21389006699856 Name: TESTY ABIGAIL
 ID: 21389006699856 Exp Date: 10/12/2021 Branch: OOAPL Type: Adult
 Name: ABIGAIL Middle: TESTY Suffix: Status: Hard Blocked
 Full Legal Name:
 Registration Summary Notes History Fees Wishlist
 All (5) Charges (1) Fines (4) Requests (0)
 Overdues (0) Lost (0) Claimed (0)

Title	Cell Number	Item Number	Status	Charge Date	Due Date	Transaction Branch	Item
Test 16 /		OWL_S00090	Charged	9/10/2021 1:46:06 PM	10/25/2021	NMWAS	OWL

 Claimed Branch: OWLS Returned Multiple Branches Never Had Neyer Had **Go Lost** Renew
 Go Lost Renew

- Choose “Pay” to pay now or “Pay Later” if the patron is not paying immediately. “Waive” is also an option, and this will require entering a “Reason for Waiver”.

Negotiate Lost Item
 Overdue Fine: \$0.00
 Processing Fee: \$0.00
 Lost Charges: \$22.22
 Total: \$22.22
 \$ Pay
 Waive
 Pay Later
 Negotiate
 Reason for Waiver:
 Payment Method
 Cash Card Check Cash
 For Partial Payments - Select "Pay Later" and then "Negotiate" from Patron Information. **Cancel**

- If a printed bill is required, use the OWLSnet billing template (or a local billing template) to generate the bill. Please hand or mail (via USPS) to patron.
- Add or remove notes if necessary for additional information.
- *If sent to you (owning library for review) remove the “Damaged—In transit for review” note.
- *If the item is being sent back to the patron, add the “Damaged—In transit to patron” Standard Predefined Note.