

CLAIMS RETURNED/CLAIMS NEVER HAD

POLICY QUESTIONS TO ADDRESS

1. Why does the library have a policy on items that users claim to have returned or say they never had?
2. How does implementing processes to deal with these situations support the library's goals and objectives?

DEFINITIONS

1. What does the library mean by the phrase *claims returned*?
2. What does the library mean by the phrase *claims never had*?

REGULATIONS QUESTIONS TO ADDRESS

Claims Returned

1. What does the library staff do when a customer reports that he or she did return one or more items that the library says are overdue?
2. Will the library initiate a search for the item or items that the customer claims were returned? If so,
 - a. how will the library staff know to search for the item or items?
 - b. how often and for how long will the library staff search for the item or items?
 - c. how will the results of the search be reported to the customer?
 - d. If the item is found by the library staff, is the user responsible for any overdue fines on the item or items?
 - e. If the item is found by the customer, is she or he responsible for overdue fines on the item? Are fines calculated from the day the item was due or was the calculation of fines suspended during the search period?
 - f. If the item is not found by the library or the customer, does the library consider the item to be lost and bill the customer for it? Is the customer also responsible for overdue fines on the item? Is he or she billed for any other charges associated with
3. Are the customer's borrowing privileges restricted while she has one or more claims returned searches pending?
4. Does the library maintain a cumulative record of how many "claims returned" occurrences a customer has during a given period of time? If so, how is that information used?
5. Under what circumstances, if any, may a library staff member clear the "claims returned" item from the customer's record even though the item or items have not been found? May any member of the library staff clear the item or items, or may only supervisors or staff with a particular classification clear the item or items?

Claims Never Had

1. What does the library staff do when a customer reports that he or she never had (never checked out) one or more items that the library says are overdue?
2. Will the library initiate a search for the item or items that the customer claims he or she never borrowed? If so,
 - a. how will the library staff know to search for the item or items?
 - b. how often and for how long will the library staff search for the item or items?
 - c. how will the results of the search be reported to the customer?
 - d. if the item is found by the library staff, is the user responsible for any overdue fines on the item or items?
 - e. if the item is found by the customer, is she or he responsible for overdue fines on the item? Are fines calculated from the day the item was due or was the calculation of fines suspended during the search period?
 - f. if the item is not found by the library or the customer, does the library consider the item to be lost and bill the customer for it? Is the customer also responsible for overdue fines on the item? Is he or she billed for any other charges associated with
3. Are the customer's borrowing privileges restricted while she has one or more claims returned searches pending?
4. Under what circumstances, if any, may a library staff member clear the "claims never had" item from the customer's record even though the item or items have not been found? May any member of the library staff clear the item or items, or may only supervisors or staff with a particular classification clear the item or items?
5. Does the library maintain a cumulative record of how many "claims never had" occurrences a customer has during a given period of time? If so, how is that information used?