
Chapter 10: Overdue or Lost borrowed items

Overdue borrowed items

Staff should monitor the “Overdue” category in the Borrower Work Queue and contact the patron for timely return of the overdue item or request a renewal.

Telephone the patron or if you have the patron’s email address on the overdue request, it is quick and convenient to use VDX “Send User Alert” action to send the patron a notice by email to return the overdue item.

Recalled loans

Staff should monitor the “Recalled” category in the Borrower Work Queue and contact the patron for immediate return of a recalled item.

A lending library can update a request to a “Recall” status at any time in the request life cycle, even before the due date if they need the item locally.

Usually a lender does not use “Recall” unless an item is very overdue and they want the borrowing library to escalate steps towards getting the item returned.

Telephone the patron or if you have the patron’s email address on the request, it is quick and convenient to use the VDX “Send User Alert” action to send the patron a notice by email to return the recalled item.

Lost or Damaged

If the borrowing library's patron has lost or damaged the item, staff should action the request with "Damaged" or "Lost".

1. Select **Lost** from the list of Available actions.
2. Add a "Public Note" requesting an invoice or forgiveness.
3. Select "Report Lost" button to submit.

ILL Request

Action: Lost

Report Lost

Our Number 15140911
Status Received
Will Supply Reason in process
Title Inkscape beginner's guide
Subtitle create attractive layout designs, logos, brochures, icons, and more using the Inkscape vector
Author Hiitola, Bethany
Public Note Our patron has advised that they can not find this item so we are updating to "Lost" so you can send us an invoice for replacement cost or let us know if the loss is "forgiven" so we can apply closure on the request.

The Lost status request will "park" in the Work Queue under "Reported Lost by Borrower" category while you wait for the invoice/payment process to evolve. Follow-up with lending library if you do not receive an invoice in a timely fashion.

Published Saved Searches	
Name	Count
Idle - Locally Held	0
Renewal Denied-Borrower	0
Renewal Granted-Borrower	0
Reported Lost by Borrower	1
Reported Lost by Lender	0

Once you are satisfied that the invoice/payment (or forgiven) process is concluded and you no longer need the request to display in the active Work Queue, use the "Complete" action on the request.



Tip: Add a "Private Note" on the Complete Action screen in case there is future inquiry.

e.g. Cheque #345 sent Oct. 7, 2016 to pay for lost item. /JP