



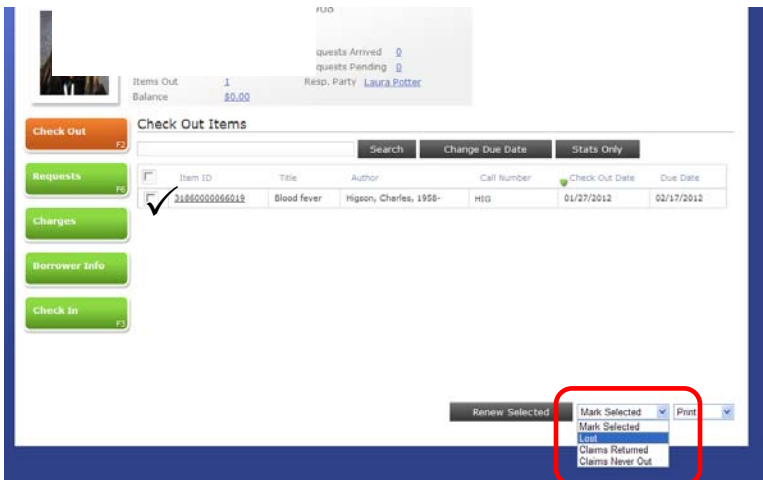
**Introduction:** LS2 Circ **Borrower Services** tab allows you to mark a checked out item as Lost, Claims Returned, or Claims Never Out.

The three actions are defined as:

- Lost - Borrower has lost the item.
- Claims Returned - Borrower claims the item was returned.
- Claims Never Out - Borrower claims he/she never checked this item out.

### How to Use Mark Selected

1. Perform a Borrower Search to locate and display the borrower's account information
2. On the *Check Out Items* list select the check box in the first column for the item(s) you want to mark, or select the check box in the first column heading to select all of the items on the list
3. From the Mark Selected drop-down list, select the appropriate option: Lost, Claims Returned, Claims Never Out



Depending on the option selected, the following will occur:

**Lost:** If you select Lost, a Mark Item as Lost dialog will display with a fine amount populated in the Amount field.  
 Message: *“Determine fine for the item barcode. You can decide to accept the amount\* as displayed, or type another amount. Type a Comment, if needed, and click OK.”*

\* The amount displayed populates from a number of different resources. The system first looks at the subfield p of the 949 and may include lost fee charges set up in Preferences. If subfield p is not available, the system will then look at the local holdings or branch holdings.

The amount is added to the borrower's Balance / Total Owed, and the Title and related information, along with any comment, will be added to the list of the borrower's Unpaid Charges on the Charges page. Account Balance will display in the message area (upper-right corner) of the borrower's summary account information.

