

Claims Returned

When a patron claims they have already returned an item(s) but it is still showing as a charge on their account, staff can mark the item(s) as Claimed Returned. This can only be done in CARL-X.

1. Locate the patron's record by scanning in their barcode or searching for their name.
2. Once the record is pulled up, click on the "Summary" tab.
3. Then click on the "Charges" radio button.
4. Highlight the item(s) that the patron claims they returned.
5. At the bottom of the window, select the library in which the patron returned the item(s) at. If they are unsure, check the "Multiple Branches" box and select the few branches they could have returned at, using the Ctrl key.

The screenshot shows the CARL-X software interface for a patron's record. The patron's name is TESTY ABIGAIL, ID: 2138906699856, and the branch is NOOCF. The record shows a list of charges with columns for Title, Call Number, Item Number, Status, Charge Date, Due Date, Transaction Branch, Item Branch, Location, and Media. A red box highlights the 'Claimed' section at the bottom, where a dropdown menu is open showing a list of library branches including OOLIT, OOSEY, OOSHI, OWVPL, OWFPL, OWIVL, and OWLS. The 'Returned' button is also visible.

Title	Call Number	Item Number	Status	Charge Date	Due Date	Transaction Branch	Item Branch	Location	Media
Stitches in time : the Deacon's family	FIS	38018001779463	Charged	8/16/2021 12:30:00 PM	9/13/2021	NOOCF	NOOCF	ALRGP	ABK
Listening to love an Amish Journey nov.	WIS	38018001777216	Charged	8/16/2021 12:30:11 PM	9/13/2021	NOOCF	NOOCF	ALRGP	ABK
Blindside a Detective Michael Bennett	PAT	38018001786829	Charged	9/9/2021 11:17:48 AM	10/7/2021	NOOCF	NOOCF	ALRGP	ABK
Hunting the Saturday Night Strangler /	WEN	38018001772662	Charged	8/16/2021 12:30:35 PM	9/13/2021	NOOCF	NOOCF	ALRGP	ABK
Presidio /	KEN	38018001772787	Charged	8/16/2021 12:30:44 PM	9/13/2021	NOOCF	NOOCF	ALRGP	ABK
Residue /	MCG	38018001772639	Charged	8/16/2021 12:30:51 PM	9/13/2021	NOOCF	NOOCF	ALRGP	ABK
Hellgate /	COX	38018001772670	Charged	8/16/2021 12:31:01 PM	9/13/2021	NOOCF	NOOCF	ALRGP	ABK
Too Wild to wed : the Wildes of Lindo	JAM	38018001773439	Charged	8/16/2021 12:31:08 PM	9/13/2021	NOOCF	NOOCF	ALRGP	ABK
Alpha Alpine /	DAH	38018001773272	Charged	8/16/2021 12:31:15 PM	9/13/2021	NOOCF	NOOCF	ALRGP	ABK
Robert B. Parker's The bitterest pill : a	PAR	38018001777174	Charged	9/9/2021 11:20:45 AM	10/7/2021	OOLIT	NOOCF	ALRGP	ABK

6. Once the branch(es) are selected, click on "Returned."
7. The item(s) will then move from the "Charges" section to the "Claimed" section of the record.

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- If a Claimed Returned item is later found, staff can check the item back in through the Returns function. No fines should be accrued onto the patron's account.
- If staff choose to remove the claimed item(s) from the account, they can highlight the item(s) and click the "Remove" button.
- If the item(s) hasn't been found by staff or the patron after a certain amount of time, staff can mark the item as "Go Lost." This will bring up a Negotiate window for the patron to pay for the item. If the patron pays now, the item will be removed from the account and get a status of "Lost.". If staff choose "Pay Later" the item(s) will remain on the patron's account under the "Lost" section and the status will change to "Lost."

Staff Workstation - [Patron Information TESTY ABIGAIL]

File Edit View Circulation Items Acquisitions Serials Financials Global Update Tools Reports Utilities Window Help

Search
Circulation Patrons
ID: 21389006699856 Name: TESTY ABIGAIL

ID: 21389006699856 Exp Date: 03/12/2022 Branch: NOOCF Type: Adult
Name: ABIGAIL Middle TESTY Suffix Status: Overridden
Full Legal Name:

Registration Summary Notes History Fees Wishlist

All (13) Charges (9) Fines (0) Requests (0)
 Overdues (0) Lost (1) Claimed (3)

Title	Call Number	Item Number	Status	Claim Date	Due Date	Transaction Branch	Claimed At	Local
Stitches in time : the Deacon's family : a	FIS	38018001779469	Lost	9/13/2021 3:47:16 PM	9/13/2021	NOOCF	OOLIT	ALRC
Sunny day /	Milbourne	31389020621498	Charge	5/17/2021 6:14:25 PM	6/3/2021	OOKAU	OOAPL	CPIC
Wild Rose	Wild	31389025937743	Charge	5/6/2021 11:56:13 AM	4/30/2021	OOAPL	OOKAU	AVIDI

Go Lost Options

Item Maintenance Global Update Acquisitions Serials Financials

Renew All Select All Pay Manual Fine Receipt Save

owltest mlawlor, OWLSLTPCARLX OWLSnet Libraries - TEST, OOLIT