

# Procedure for Lost Materials

1. Please run the *custom report* in Polaris entitled **Lost Items** regularly.

*\*The first time you run this report, try to resolve any LOST items belonging to YOUR library that you know you're not going to get back or receive payment for\* When this is done regularly, the list will shorten and it will become easier to manage.*

\*If the patron's library and the transacting library are two different libraries, this means this person is a wandering patron. In this situation you would charge the transacting library instead. For more information on wandering patrons please look at the TRAC Operational Guidelines.

\*If you see a library name appear in the "Patron" column of the report, this means the item is an interlibrary loan through Relais. Please contact this library directly when trying to retrieve the lost item.

2. Invoice other libraries for your lost materials

*\*Be sure to keep a record of libraries you've invoiced and what for – Polaris does NOT retain this information! There is a spreadsheet template for tracking and an invoice template available on the Marigold website entitled 'Lost Items Spreadsheet' & 'Lost Items Invoice Letter'.*

*\*You are encouraged to only invoice for items lost within the last year.*

After a reasonable time if you have any concerns about an unpaid invoice from a library, please contact your consultant at Marigold Headquarters.

If the transacting library would like to negotiate, please contact the invoicing library directly.

3. Lost items automatically become Withdrawn after 6 months. Withdrawn items will be deleted from Polaris after 1 week. If the item is located within a year of being deleted, Marigold can un-delete the item. If you would like any lost items to be removed from your Lost Item report before the 6 months is up, place these items in your library's Lost Item record set and notify Marigold when your items are ready to be deleted.