

Item Statuses & When to Use Them

Lost Status

Damaged - Use when a customer returns material that is damaged, it will charge the user the replacement and processing fee.

Statuses

Current location: Rawlings Branch
Checkout status:
Current renewals:
Lost status: Damaged ▼ Set status
Damaged status: Choose ▼ Set status
Withdrawn status: Choose ▼ Set status

Lost - Use when a customer reports they have lost the material, Koha will charge the user for replacement and processing for the item.

Statuses

Current location: Rawlings Branch
Checkout status:
Current renewals:
Lost status: Lost ▼ Set status
Damaged status: Choose ▼ Set status
Withdrawn status: Choose ▼ Set status

Lost Claims - **DON'T USE, FOLLOW CLAIMS RETURN INSTRUCTIONS** Used when a customer says that they have returned the item, it will begin the Claims Returned process. The processing and replacement fee will be added to the user's account when this is selected. (Updates to this feature are coming soon).

Statuses

Current location: Rawlings Branch
Checkout status:
Current renewals:
Lost status: Lost Claim ▼ Set status
Damaged status: Choose ▼ Set status
Withdrawn status: Choose ▼ Set status

Missing - This status is used when the items is not found on-shelf.

Statuses	
Current location:	Rawlings Branch
Checkout status:	
Current renewals:	
Lost status:	Missing ▼ Set status
Damaged status:	Choose ▼ Set status
Withdrawn status:	Choose ▼ Set status

Incomplete - Used for material returned by customer that is missing pieces i.e. A returned audiobook is missing a CD. This status will charge the user a replacement and processing fee.

Statuses	
Current location:	Rawlings Branch
Checkout status:	
Current renewals:	
Lost status:	Incomplete ▼ Set status
Damaged status:	Choose ▼ Set status
Withdrawn status:	Choose ▼ Set status

Damaged Status

Discard - To be used when an item is grubby, worn out, too old or has reached the max amount of circulations.

Statuses	
Current location:	Rawlings Branch
Checkout status:	
Current renewals:	
Lost status:	Choose ▼ Set status
Damaged status:	Discard ▼ Set status
Withdrawn status:	Choose ▼ Set status