

Pueblo City-County Library District

Customer Resolution Form – Identity/Material Theft

Name: _____

Date: _____

Address: _____

Phone: _____

Email: _____

Library Card #: _____

Date Card was Lost/Stolen: _____

Items Checked-Out: _____

Total Fees: _____

Customer explanation:

_____ Staff member gives customer print out of check-outs/bills

_____ Customer takes documentation to Police Department for a Police Report

_____ Police Report must indicate date of Identity Theft – Use of Library Card

_____ Police Report must indicate # of Items checked out and/or Total fees

_____ Customer should bring all documents, resolution form, account print-out, and police report, to the Circulation Manager at Rawlings Public Library. Allow up to two weeks to be notified of a resolution.

If all documentation is found to be sufficient and validates the claim, PCCLD will hold the customer responsible for amounts not exceeding \$50. This \$50 will include a Referral fee if the Customer has been sent to collections as a result of the theft, and will include the cost of a replacement card.

For PCCLD Use Only

Received by: _____

Location: _____

Date: _____

Resolution: Amount Removed: _____

Resolved by: _____

Date: _____

Procedure for Handling Lost or Stolen Cards with Bills or Check-Outs that the Patron is Disputing

When a patron reports that their card has been lost or stolen and subsequently used, thus creating check-outs and charges, use this procedure to resolve the account. You will be asking the patron to provide a Police Report that the Circulation Manager will review before any charges can be cleared. If all forms and reports are verified to be sufficient documentation to qualify the patron for removal of these charges, the patron will be responsible for up to \$50 of the charges, and the rest will be cleared.

1. Verify the patron's photo ID before accessing any information on the library card.
2. Go to the Modify User Wizard and search for the patron's name
 - a. In the Basic Info tab, change the profile to LOSTCARD
 - b. Under the Addresses tab, update the patron's contact info including address, phone number, and email address
 - c. In the Extended Info tab, input the following note: mm/dd/yyyy Patron has reported card lost/stolen. Patron has been asked to provide a Police Report to the Circulation Manager. Initials/location. (Initials should contain your first initial and full last name, in case follow-up is necessary)
 - d. Click the Modify User box on the bottom of the screen, and then select Close
3. Give the patron a **Customer Resolution Form – Identity/Material Theft**. This form is not to be submitted in lieu of a Police Report, but explains the procedure to obtain a Police Report and provides the patron an opportunity to submit any explanations. Go through the form with the patron, showing them what to complete. The form outlines what the Police Report needs to reflect about the claim.
4. Print the patron's account information:
 - a. Go to the Display User Wizard
 - b. Click the button in the Current User box, to bring up the patron's account.
 - c. At the top of this window, select the Print box.
 - d. Check the boxes next to Summary, Address, List of Checkouts, and List of Bills
 - e. Click Print on the bottom of the screen.
5. Give the patron a print-out of their account, and initial the Customer Resolution Form to indicate that they have received the print-out.
6. The patron must return the Customer Resolution Form, Police Report, and Account print-out to the Circulation Manager at Rawlings, or to another staff member who will send it to the Circulation Manager. Only the Circulation Manager will resolve these accounts.
7. The card will not be useable until the Police Report is submitted to the Circulation Manager, and they have had a chance to review the documents and speak with the patron. Upon receipt of these documents, the manager will review and verify that the claim and documents are sufficient to clear the account. The Circulation Manager will retain the documents in that office.
8. The Circulation Manager will contact the patron to notify them that they will be responsible for up to \$50 of the charges that were incurred by the loss of the library card, in accordance with the statement on the back of the library card that they signed agreeing to responsibility of all activity on the library card. The \$50 includes any REFERRAL fee that may have been charged to the

account, and will include the .50 replacement cost. The Circulation Manager will remove all other charges.

9. While the patron is paying the \$50, they should receive a replacement library card. The Circulation Manager will note the card that they can receive a replacement card at no additional cost. The \$50 must be paid in full before the account can be used again.
 - a. Go to the Modify User Wizard
 - b. Search for the Patron's Account
 - c. Scan a new card into the User ID on the Basic Info tab
 - d. Go to the Extended Info tab, and remove the note indicating they can receive a replacement card
 - e. Click Modify User, and then click Close