**CLAIMS RETURNED CASE STUDY:** A patron reports an item she returned still displays in Checkouts.

The **Claims Returned** phrase is acceptable when speaking to co-workers, but using "SIRSI-Speak" with non-staff may alienate our customers and enable some individuals to manipulate the system.

Tips for communicating with patrons in Claims Returned situations:

1. Empathize and thank the patron for being alert. Offer to **RENEW** item for one more search at home.
2. If “Alerts” indicate:
   * **Claims Returned > 10**, have patron **speak to supervisor** or recommend additional searching.
   * **Claims Returned < 10**, request **EXACT Item ID** search at appropriate branch(es).
     + Item Located. DISCHARGE item. Check account. CANCEL associated fines.
     + Unable to Locate Item. Explain you will be happy to initiate a system-wide search. *Sample statements:* *I'm going to request that we search for this item;* *I will place a request in our computer system to trigger a search for the item.*
       1. Right click item in patron’s Checkouts and select **CLAIMS RETURNED**:
          1. Click on Calendar Gadget (*square-cut diamond*) > Select Date Patron Claims Item was Returned > Click Mark Item Claims Returned > CLOSE.
       2. Right click to **MARK ITEM** **MISSING** - override required.
          1. Check patron’s account to make sure item no longer displays.
3. **Claims Returned** and **LOST** materials:
   * If no attempt to communicate an account problem is made by the patron, the status of any item 49 days overdue will be **LOST**.
   * **Claims Returned** may not be selected for items currently in **LOST** status.
   * The patron assumes the responsibility for applicable charges or replacement of item.

\*Full procedures on the Portal under **Circulation Training Module 6, (HANDLING ITEMS)**, pages 1-3.