

Finding Lost Item Information

On January 1, 2017, NExpress began changing the status on items that are more than 45 days overdue from overdue to “Lost (overdue more than 45 days).” This process bills the patron for the replacement cost of the item and removes the item from the list of items currently checked out to the patron. The exception to this is if the patron’s category code is set to “Library Associate,” “Interlibrary Loan,” “In-House Use by Library Staff,” “SYSTEM login only,” “Student,” or “Teacher/Faculty/Administrator.”

If an item has been removed from the patron’s account and the item is checked in, Koha will automatically refund the item’s replacement fee to the patron if the item is checked in.

If a patron has questions about an item they have been billed for that has been removed from their list of checked out items, you can find information about the item by looking in these places:

1. From the patron’s fine record:

On the “Pay fines” tab

The screenshot shows the 'Pay fines' interface for a patron named Test Test (X5G001). The interface includes a sidebar with navigation options like 'Check out', 'Batch check out', 'Details', 'Fines', 'Circulation history', 'Modification log', 'Notices', 'Statistics', and 'Purchase suggestions'. The 'Fines' section is highlighted. The main area shows a table of fines and charges. A red box highlights the 'Pay fines' tab, and another red box highlights the 'Fines & charges' table. A third red box highlights a specific row in the table, with arrows pointing to its columns. Below the table, a legend explains the columns: 'Description as lost', 'Title', 'Item BC', 'Title (again)', and 'Replacement Cost'.

Fines & charges	Description	Payment note	Account type	Notify id	Level	Amount	Amount outstanding
<input checked="" type="checkbox"/>	Lost item , Lost Item Ambient findability / 0003008001114 (Ambient findability /)		L	0	0	25.00	25.00
						Total due:	25.00

Legend:

Description as lost,	Title,	Item BC,	Title (again),	Replacement Cost
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2. From the patron's fine record:

On the "Account" tab

(Information on the "Account" tab will contain a link to the item record unless the item has been deleted)

Home > Patrons > Account for Test Test (X5G001)

Test Test (X5G001)
4317 W 6th St
Lawrence, KS 66049
george@neksa.org
Home library: Northeast Kansas Library System

Account Pay fines Create manual invoice Create manual credit

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Filter paid transactions

Date	Description of charges	Note	Amount	Outstanding	Print
01/04/2017	Credit, Item Returned 0003008201094		-20.00	0.00	Print
01/04/2017	Credit, Item Returned 0003008201104		-19.99	0.00	Print
01/04/2017	Credit, Item Returned 0003008200874		-29.99	0.00	Print
01/04/2017	Credit, Item Returned 0003008201100		10.00	0.00	Print
01/02/2017	Lost item, Lost Item Ambient findability / 0003008001114 View item Ambient findability /		25.00	25.00	Print
01/02/2017	Lost item fee refund, Lost item London has fallen / 0003008201109 View item London has fallen /		19.99	0.00	Print
01/01/2017	Lost item fee refund, Lost item Batman V Superman: Dawn of Justice 0003008201104 View item Batman V Superman: Dawn of Justice		19.99	0.00	Print
01/01/2017	Lost item fee refund, Lost item Miracles from Heaven 0003008201094 View item Miracles from Heaven		20.00	0.00	Print

Description as lost, Title, Item BC, LINK, Title (again), Replacement cost

3. From the patron's circulation history

Home > Patrons > Circulation history for Test Test (X5G001)

Test Test (X5G001)
4317 W 6th St
Lawrence, KS 66049
george@neksa.org
Home library: Northeast Kansas Library System

Circulation history

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Date	Title	Author	Call no.	Barcode	Number of renewals	Checked out on	Checked out from	Date due	Return date
12/31/2016 20:34	Ambient findability /	Monville, Peter	PROG 005.74 MOR	000300801114		12/29/2016 17:25	Northeast Kansas Library System	12/29/2016 23:59	12/31/2016 20:34
12/31/2016 20:34	London has fallen	Monville, Peter	PROG 005.74 MOR	0003008201109		12/29/2016 17:25	Northeast Kansas Library System	12/31/2016 23:59	12/31/2016 20:34
12/29/2016 17:22	Zero to maker /	Lang, David	MAKE 609.2 LAN	0003008200932		12/29/2016 17:19	Northeast Kansas Library System	12/30/2016 23:59	12/29/2016 17:22
12/29/2016 17:22	10 Cloverfield Lane		791.43/72	0003008201079		12/29/2016 17:19	Northeast Kansas Library System	12/29/2016 23:59	12/29/2016 17:22
12/31/2016 20:34	Regular expressions cookbook /	Goyvaerts, Jan	PROG 005.72 GOY	0003008200864		12/29/2016 17:24	Northeast Kansas Library System	12/29/2016 23:59	12/31/2016 20:34
12/31/2016 17:12	Maker faire /	Roslund, Samantha	MAKE 607 ROS	0003008200559		12/08/2016 17:56	Northeast Kansas Library System	12/02/2016 23:59	12/31/2016 17:12
12/07/2016 15:56	Batman V Superman: Dawn of Justice			0003008201104		12/06/2016 15:13	Northeast Kansas Library System	11/30/2016 23:59	12/07/2016 15:56
01/05/2017 22:16	Ambient findability /	Monville, Peter	PROG 005.74 MOR	0003008001114		12/31/2016 20:39	Northeast Kansas Library System	11/17/2016 23:59	01/05/2017 22:16
01/02/2017 10:51	London has fallen			0003008201109		12/31/2016 20:36	Northeast Kansas Library System	11/16/2016 23:59	01/02/2017 10:51
01/04/2017 14:13	Batman V Superman: Dawn of Justice			0003008201104		12/31/2016 20:35	Northeast Kansas Library System	11/15/2016 23:59	01/04/2017 14:13
01/04/2017 14:13	Miracles from Heaven			0003008201094		12/31/2016 20:35	Northeast Kansas Library System	11/14/2016 23:59	01/04/2017 14:13
12/29/2016 17:12	The myths of innovation /	Berkun, Scott	MAKE 609 BER	0003008001903		12/08/2016 17:56	Northeast Kansas Library System	11/04/2016 23:59	12/29/2016 17:12
12/08/2016 14:55	Miracles from Heaven			0003008201122		12/07/2016 15:58	Northeast Kansas Library System	11/03/2016 23:59	12/08/2016 14:55

The column headers are pretty self explanatory and include the date the item was last acted on, the Checked out on date, the Due date, and the Return date. If an item has been declared "Lost (more than 45 days overdue)" the Return date will be the date the item was declared lost.

(The reason the "Return date" does not match the date this particular example was declared lost is because this is an example item that has been checked in, checked out, and declared lost about 20 times in the last month)

4. From the "Notices" tab (if the patron just received a notice about the lost item)

Home > Patrons > Sent notices for Test Test (X5G001)

Test Test (X5G001)
4317 W 6th St
Lawrence, KS 66049
george@nekl.org
No phone stored
Category: Adult (ADULT)
Home library: Northeast Kansas Library System

Check out
Batch check out
Details
Fines
Circulation history
Modification log
Notices
Statistics
Purchase suggestions

Edit Change password Duplicate Print Search to hold More

Sent notices for Test Test (X5G001)

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Notice	Type	Status	Time
NEKLS Lost Items Notice	email	sent	01/01/2017 02:15
Item Due Reminder	email	sent	12/31/2016 02:15
Item Due Reminder	email	sent	12/30/2016 02:15
Advance Notice of Item Due	email	sent	12/30/2016 02:15
NEKLS Lost Items Notice	email	sent	12/19/2016 02:15
NEKLS Overdue Notice	email	sent	12/09/2016 02:15
NEKLS Account Blocked	email	sent	12/09/2016 02:15
NEKLS Lost Items Notice	email	sent	12/09/2016 02:15
NEKLS Overdue Notice	email	sent	12/08/2016 02:15
NEKLS Account Blocked	email	sent	12/08/2016 02:15
NEKLS Lost Items Notice	email	sent	12/08/2016 02:15
NEKLS Overdue Notice	email	sent	12/07/2016 02:15

Clicking on the notice title will show you the full text of the notice sent to the patron

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Sent notices for Test Test (X5G001)

Showing 1 to 17 of 17 Show 20 entries First Previous Next Last Search

Notice	Type	Status	Time
<p>NEKLS Lost Items Notice Northeast Kansas Library System 4317 W 6th St Lawrence, KS 66049</p> <p>Test Test 4317 W 6th St Lawrence, KS 66049</p> <p>Lost Library Items - 01/01/2017</p> <p>Dear Test</p> <p>The following library items are going to be declared "Lost" because they have been overdue for 45 days as of 01/01/2017:</p> <p>11/17/2016 PROG 005.74 MOR Ambient findability / Morville, Peter. 0003008001114</p> <p>Your account has been suspended and you are being billed for the replacement of these items. If you feel</p>	email	sent	01/01/2017 02:15