

Lost / Stolen Cards

If a patron comes into the library and reports his or her PINES card lost or stolen, ask for ID to verify the name of the patron. Use the patron search function to search for and retrieve the patron record. Click Edit, then click the Replace Barcode button and assign a new card to the patron.

If a patron reports a card lost or stolen by telephone (or is otherwise not present), place a temporary Block on the account (Messages > Apply Penalty / Message > Block) until the patron is able to come into the library to pick up a new card. This will prevent anyone else who finds the card from using it.

The charge for a replacement card is \$2 [1999.10]; the patron may pay at the time the new card is issued, or the fee may be placed on the patron's record (according to local policy).

If the patron uses his/her card number as his/her username for PINES account access, consult with the patron as to whether the username should be updated to the new card number.

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<https://pines.georgialibraries.org/dokuwiki/> - **PINES Documentation**

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