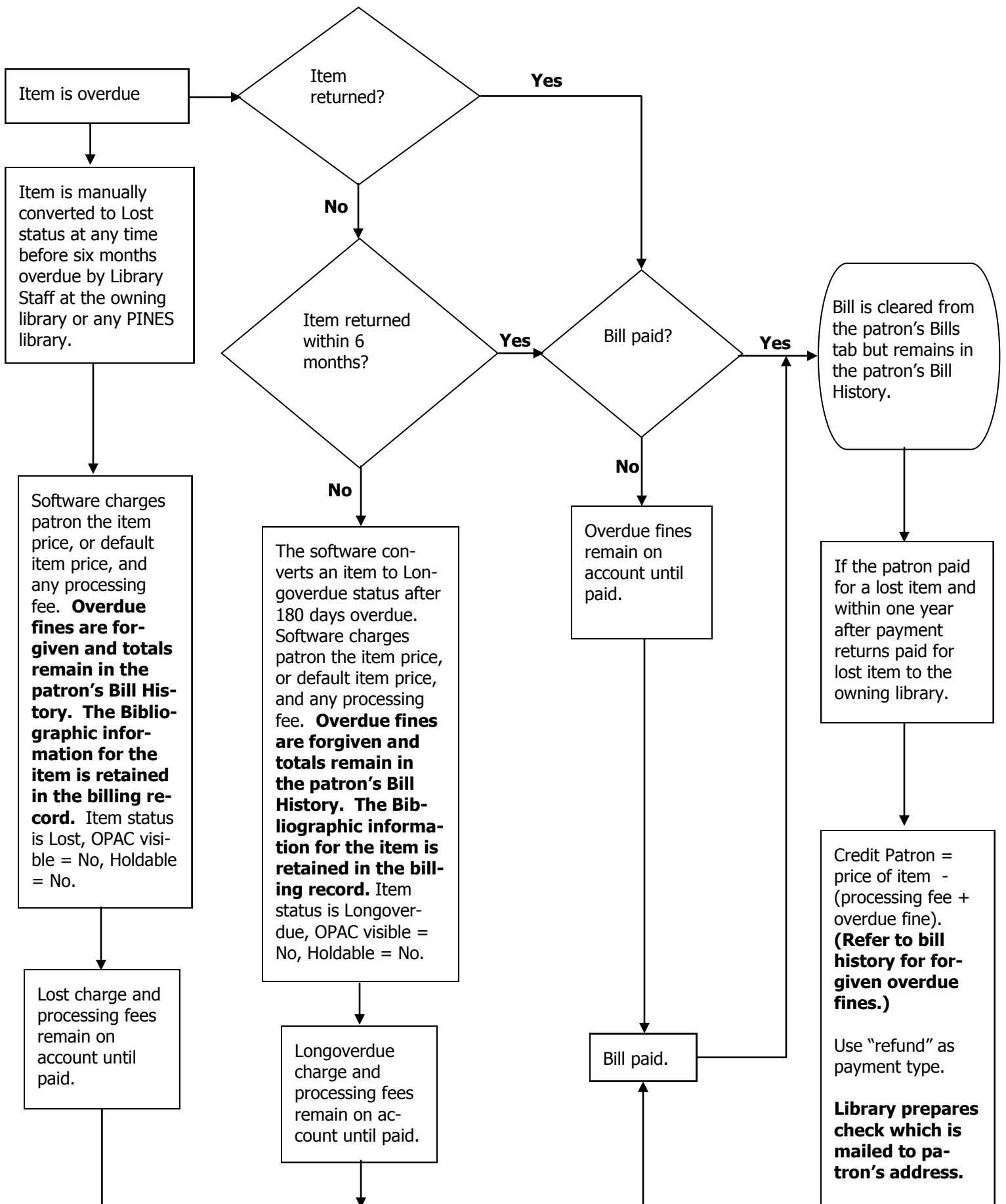


**Workflow for Overdue Items and Converting from Checked Out to Lost or Longoverdue
Submitted by Jim Tingen, 5 February 2010**



Item is overdue

Item returned?

Yes

No

Item returned within 6 months?

Yes

No

Bill paid?

Yes

No

Overdue fines remain on account until paid.

Bill paid.

Bill is cleared from the patron's Bills tab but remains in the patron's Bill History.

If the patron paid for a lost item and within one year after payment returns paid for lost item to the owning library.

Credit Patron = price of item - (processing fee + overdue fine). **(Refer to bill history for forgiven overdue fines.)**

Use "refund" as payment type. **Library prepares check which is mailed to patron's address.**

Item is manually converted to Lost status at any time before six months overdue by Library Staff at the owning library or any PINES library.

Software charges patron the item price, or default item price, and any processing fee. **Overdue fines are forgiven and totals remain in the patron's Bill History. The Bibliographic information for the item is retained in the billing record.** Item status is Lost, OPAC visible = No, Holdable = No.

Lost charge and processing fees remain on account until paid.

The software converts an item to Longoverdue status after 180 days overdue. Software charges patron the item price, or default item price, and any processing fee. **Overdue fines are forgiven and totals remain in the patron's Bill History. The Bibliographic information for the item is retained in the billing record.** Item status is Longoverdue, OPAC visible = No, Holdable = No.

Longoverdue charge and processing fees remain on account until paid.