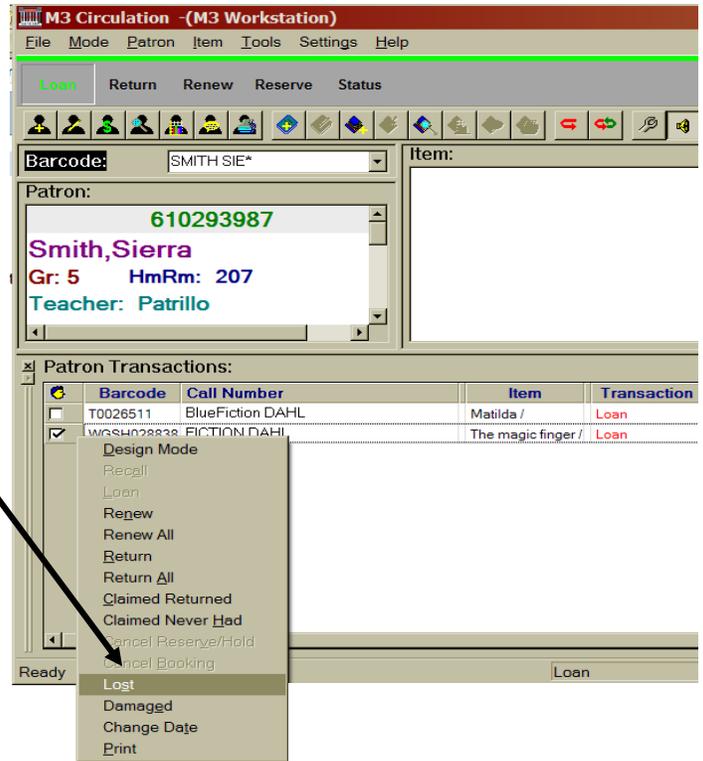


Marking Items MISSING in Circulation

To MARK ITEM MISSING:

If an Item is **Lost/Missing** OR **Damaged** to the point that you need to take it out of circulation

1. Pull up the Patron's record
2. Look for the Item under **PATRON TRANSACTIONS**
3. Click the box next to the missing Item
4. Right Click and select **LOST**
5. Click **YES** at the "Are you sure you want to flag this item as missing or damaged?" window
6. **Holding Record** will be tagged **MISSING (M)** and show up as **RED** in the web OPAC
7. A **FINE** will be attached to the patrons record (yes most of you don't charge fines – see below)



CLEARING THE FINE FROM A PATRON RECORD

1. Bring up the patron in Circulation
2. Click the Payment Button 
3. The Payment window will appear
 - a. If you are **NOT** accepting any money
 - i. Type amount in the "**Forgiven**" column – it must equal the payment total
 - ii. Click **OK**



- b. If you **ARE** accepting money
 - i. Type amount in "**Tendered:**" box
 - ii. Click **OK**
4. Fine will be cleared off of patron record, *but, item will remain marked MISSING*



Can you accept partial payment and forgive the rest? – YES, simply type in amount Tendered and type in the remaining balance in the Forgiven column.