

739 / Circulation

Claims Returned

When a patron is notified that an item is overdue and says that it has been returned, the shelf is re-checked. If the item is not located in the library, the patron is notified and is still responsible for that item.

If the patron continues to declare that the material has been returned to the library, the Head of Circulation has the authority to mark the item "user claims returned" based on his/her judgment. If an item is marked "user claims returned", the patron's borrowing privileges are not affected.

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