**Lost Equipment Reporting Procedure**

1. After 3 days late, the equipment goes into Lost Status in Alma

2. Alma automatically e-mails student Fines and Fees Notice for the replacement cost of laptop.

3. The circulation supervisor runs report of laptops more than 7 days overdue every Monday.

4. Circulation Supervisor checks in with student via phone and email. Supervisor documents result of contact.

5. If no response, she sends student a copy of the following via certified mail and e-mail.

* A copy of the student’s signed Equipment Loan Agreement for the late equipment
* A Lost Equipment Form letter (Saved I:\LIBRARY - CIRC FOLDERS\Laptops\Lost)

(To send a certified letter, attach a sticky note to the letter saying “Please send via certified mail. Charge account 149-051-74762” and place in mail bag).

Photocopies of these are kept by Circulation supervisor.

6. When the certified letter stub or unsigned certified letter returns from the post office, the Circulation supervisor makes a copy to keep with the above documents.

7. If the student does not respond by the set date on the Notification Letter, circulation supervisor fills out a Security Incident Report

9. Circulation Supervisor creates electronic file for laptop and saves PDFs of

* Security Incident Report
* Certified Letter Stub
* Equipment Loan Agreement
* Late notification letter
* Fines and Fees notice

10. Circulation Supervisor sends the following paperwork to Security at MS 2010:

* Original Security Incident Report
* Copy of the Late Notification Letter
* Copy of Voyager Fines and Fees Notice
* Certified Letter stub.

1. Circulation supervisor waits to receive security incident report back with case number.
2. Circulation supervisor sends the following to Jane Sackville-West at MS 1006:

* The Invoice Requisition form
  + Budget number is 042-14347
  + Customer # is student’s ID #
  + Fill in customer address under billing info.
  + In service description fields, fill in details about laptop’s make and model. Use amount field for amount. Include processing fine on separate line.
* copy of the signed laptop agreement form
* copy of the letter sent to the student
* copy of the Security Incident Report.

1. Circulation supervisor sends the following to Inventory Control (Debi Griffin) MS 1090

* Equipment Disposal form (found on CCS net, forms A – Z.
  + Budget number is: 042-14347
  + Library Director’s signature is required.
* Copy of the Security Incident Report

1. Circulation supervisor emails IT department (Sharon Brown) to let them know the laptop has been removed from inventory.
2. At end of each quarter, Circulation Supervisor runs a report to find laptops still lost from the penultimate quarter. (For example, at end of spring quarter the report includes laptops that went missing in the fall.) This list is sent to Library Technical Services to be removed from ILS.

**If student returns the equipment**

1. Staff notifies Circulation Supervisor.

2. Circulation supervisor searches for item in ILS. If item is still cataloged, it is marked as returned and fines are adjusted as needed.

2. Circulation Supervisor Contacts Security and Central Receiving if the item has been removed from inventory.

3. Central Receiving issues a new State ID to the equipment as needed.

4. If Item is not in ILS, Circulation Supervisor asks library Tech Services to catalog the equipment.

5. Once all appropriate stickers are current and in place, item is reshelved.