

# Claims returned or never borrowed

If there is an item on your Library account which you believe you have returned or did not borrow, please complete this form. Please note that use of this form does not automatically imply that the Library will waive any costs or fines you have incurred.

Please tick as appropriate:

I didn't borrow the item

I returned the item

I have attached the return receipt\*

\*It is recommended that you retain a photocopy of the receipt for your own records.

## Item details

\* Author/editor .....

\* Title .....

\* Classmark .....

\* Item number .....

\* Date due .....

\* Date claimed returned .....

*Fields marked \* are required*

## Your details

\* Name (please print) .....

\* Library number .....

\* Card expiry date .....

\* Username .....

\* Email address .....

Programme of study .....

*Fields marked \* are required*

Please continue and sign overleaf.

Please use this space to provide any additional information that you feel is relevant:

.....  
.....  
.....  
.....

**Your signature** ..... **Date** .....

Completed forms should be handed in at the Loan Desk, Level 1 West, Templeman Library.

**What happens next**

Library staff will carry out several searches for the item over the course of 6 weeks.

We will place a note on your Library account concerning the claim and give the item 'claim returned' status so that you will not receive overdue emails. An admin hold is placed on the item so that staff will be alerted if it is returned.

If the search is successful, the item is taken off your account and any fines associated with the claim will be waived. If we are not able to find the item, we will be obliged to bill you for a replacement copy.

According to Library policy, users who have items checked out in their name are responsible for their proper use and timely return. This means that you, the borrower, assume financial responsibility for any items you have borrowed until they are discharged from your account.

A senior member of Library staff will contact you regarding the outcome of your claim.

.....  
**Library use only**

Shelves checked 1 ..... Shelves checked 4 .....

Shelves checked 2 ..... Shelves checked 5 .....

Shelves checked 3 ..... Reader notified .....

Decision made (eg cancelled, billed, applied as lost) .....

Amount billed for .....

Reason for decision .....

.....

Contact with student (eg email sent and date) .....

.....