

## **NTLC Procedure to Declare Items Lost**

1. When an overdue report shows items that belong to another library are more than 60 days overdue, the borrowing library will notify the owning library of the 60-day overdue situation.
2. The borrowing library will then make extra effort to have the outstanding item(s) returned so the material can be forwarded to the owning library.
3. If items remain overdue for more than 90 days, the borrowing library will notify the owning library that it has been unsuccessful in having the material returned.
4. After the 90 day notification, the owning library will inform the borrowing library of the cost that it will request for the lost material to be added to the quarterly billing from NTRLS.
5. The owning library will then notify NTRLS that the material is to be marked Lost and the cost of the material is to be billed to the borrowing library.
6. NTRLS will then make note that the overdue material is lost and will include the cost to the invoices that are sent out quarterly to all NTLC members.
7. The borrowing library will add the cost of the missing material to the patron's account and will try to collect the required funds.
8. If the borrowing library is successful in recovering payment from the patron, or if some other resolution is reached, NTRLS will be informed so that the invoices can be adjusted accordingly.
9. If the borrowing library is unable to collect the funds from the borrowing patron or have the overdue material returned, it will reimburse the owning library for the costs as invoiced.