

Item's Home Institution: Reporting on Lost Items

This workflow explains how to:

- Search for items in Alma that are currently marked as <Lost>
- Review the Found Lost Items Report to identify items that have been returned and had their associated fees automatically adjusted

Use this workflow when:

- Monitoring lost materials in your local collection
- Supporting billing, reconciliation, or audit processes
- Identifying items that have been returned after being declared lost
- Coordinating with bursar or financial systems to ensure accurate fee removal

Required Roles

- Fulfillment Operator
- Circulation Desk Manager
- Access Services Manager

PART A: Searching for Items Marked as <Lost>

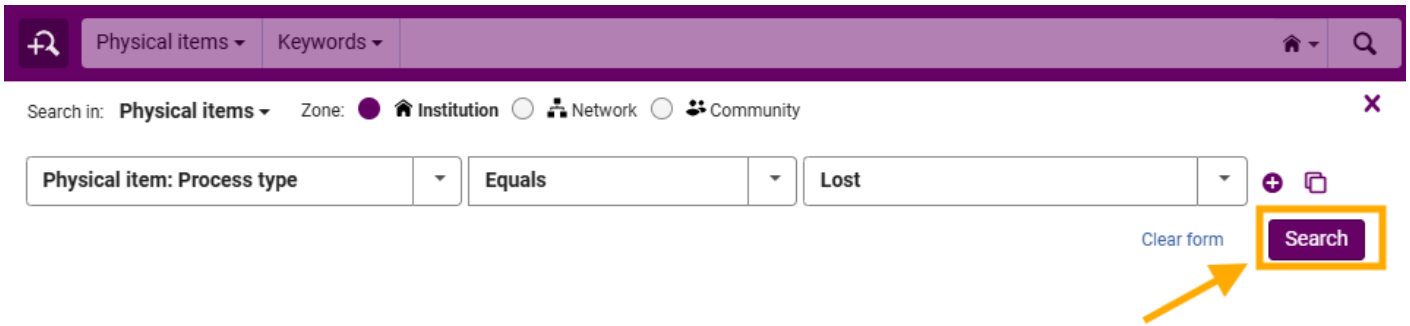
1: Open Advanced Search Select the <Advanced Search> link in Alma



3: Apply Process Type Filter

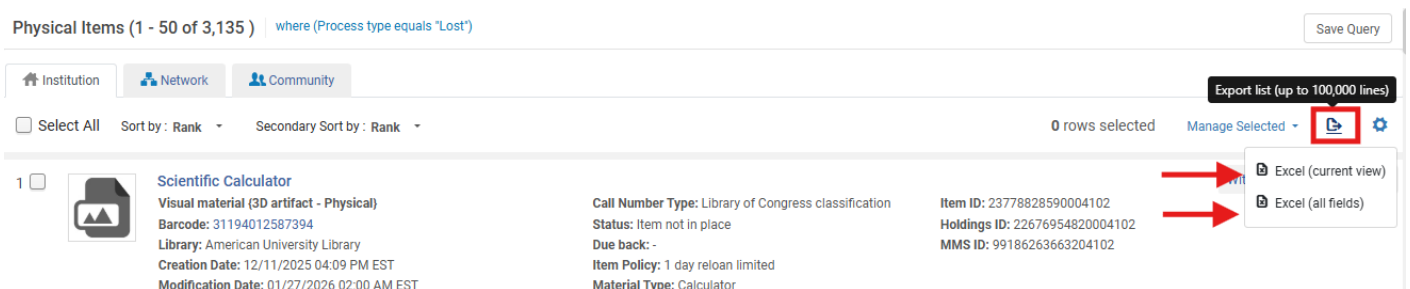
- In the search criteria:
 - Select <Physical Item: Process Type>
 - Set the operator to <Equals>
 - Select <Lost>

4: Run the Search Click <Search>



5: Review Results The results list will display all items currently marked as Lost

- Review item details as needed, including:
 - Location
 - Barcode
 - Associated patron (via loan record)
- You can also use the Export icon drop-down menu to download an Excel spreadsheet of the report; Alma provides two options when exporting results to Excel. These options determine how much data is included and how it is structured in the exported file:
 - <Excel Current View> Exports only the fields that are currently visible on the screen.
 - What this includes:
 - Columns displayed in your current results view
 - Any column customizations you have applied (for example, reordered or hidden fields)
 - A simplified dataset focused on what staff are actively viewing
 - When to use this option:
 - Quick review or sharing of visible results
 - Basic reporting or troubleshooting
 - Situations where only key fields are needed
 - <Excel All Fields> Exports a complete dataset for each record, including fields that are not visible in the current view.
 - What this includes:
 - All available metadata for the record
 - Additional system fields not displayed in the UI
 - More detailed and comprehensive information
 - When to use this option:
 - Detailed analysis or auditing
 - Situations where hidden or backend data may be needed



What Happens Automatically in Alma: When a Lost item is returned:

- Alma removes or adjusts the lost item fee (based on configuration)
- The loan is updated or closed
- The item is no longer in Lost status
- The transaction is recorded in the Found Lost Items Report

Frequently Asked Questions

- *Why should I search for lost items regularly?*
 - To monitor outstanding materials and support reconciliation, billing, and collection management.
- *Do I need to remove fees manually in Alma?*
 - Usually no. Alma handles this automatically based on configuration, but external systems may still require action.
- *What if an item still appears as lost after being returned?*
 - Verify that the item was properly discharged and that the loan status updated correctly.
- *How often should the report be reviewed?*
 - Follow your library's in-house policies for guidance
- *Does this report include CLS Lost items?*
 - *No. CLS Lost items can only be provided from the Network Zone. However, you can always submit a [WRLC Service Desk](#) ticket to make a request for a CLS NZ Loan Report of your library's patrons.*

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