



Lost or Damaged Library Materials Replacement Policy

Updated 12/21/2010

Lost items

When a patron has lost or failed to return an item, the fee will be the cost of the item as listed in the item record, regardless of the age or condition of the item when checked out. If, when the fee is paid, there are overdue fines as well for that same item, the overdue fines may be waived. If, however, the overdue fines were paid previously, that money will not be refunded.

The price listed in the item record is the list price of the item at the time of purchase. The Library reserves the right in some rare cases, to adjust that price *higher* for items that have increased in value over time, due to rarity. Items that have decreased in value will not be adjusted, as the difference in price will help pay for the costs involved in ordering and processing a replacement item.

If the patron finds and returns the item within six months from the date it was paid for, and the item is still in good condition, the patron will receive a refund, minus the \$5 processing/billing fee. This is comparable to the maximum overdue charge the item would have normally accrued. The library reserves the right to determine if the condition of the item is acceptable.

Damaged items

Minor damage such as a single torn page, a missing barcode, or a slight scratch will be absorbed by the library.

If, however, the damage is such that the library deems it un-useable or unsightly, the patron will be charged the full cost of the item. If they wish to keep the item after payment, the item may be returned to them after it has been withdrawn. If the patron responsible for the damage is not able to be determined, the item could possibly be returned to the shelf after mending or cleaning remedies have been applied, especially if no funds exist to replace the item, or it is irreplaceable. The damage will be noted.

Please note that water damage is a special concern, in that sometimes mold can develop even after the item appears dry.

Damaged items that are not paid for immediately will be retained by the library for six months. In the case of water damage, if the item is still wet or damp, the item may be withdrawn immediately and discarded, so that it is not a danger to the rest of the collection.