

**Policy #4**  
**Lost and Damaged Library Materials**

Materials are considered lost after 2 months from due date. Patrons will not be responsible for any billing of lost items that are returned to the library.

If an item in the Library collection is returned to the Library in a damaged condition, the responsible patron will be charged for repair or replacement.

The Library requires lost and damaged items to be paid for rather than replaced by the user. However, the Library may accept a replacement copy at the discretion of the Library Director or Librarians. Borrowing privileges will be suspended for any patron with unpaid bills in excess of \$30.00

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Revised June 2021  
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April 1994



## Damaged Library Materials Procedures

The Library Assistant:

- a) receives from a patron an item described as damaged
  - i) an audiovisual item will be checked to confirm any damage,
  - ii) if the damage does not prevent the item from being used, the flaw will be noted in Bibliomation with the date it was checked and the item is returned to circulate.
- b) receives a damaged item from the patron where the destruction is evident.
  - i) passes the damaged item and the patron information on to the Adult Services Librarian, Children's Librarian, or Teen Librarian
  - ii) Librarians will determine if the items should be replaced in the collection,
  - iii) patron is notified by phone, email, or mail of the replacement cost of the item and a bill is placed for that amount on the patron's card,
  - iv) a replacement for the damaged item is ordered, if deemed necessary by staff.
- c) finds a damaged item in the book drop.
  - i) checks the item in and notes the patron number and address,
  - ii) gives the damaged item and patron information to the Adult Services Librarian, Children's Librarian, or Teen Librarian.
- d) sees damage to a returned item that can be repaired.
  - i) checks the item in and then out to "Repairs."
  - ii) notes the damage description on the item record in Bibliomation.
  - iii) places item in repair box.

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