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## Title: Lost and Damaged Materials Policy

Effective Date: 10/1/15

Authorized By: Library Board of Trustees

Date of Last Revision: 4/19/23

### Lost Materials

Lost materials are those that have been checked out by a patron and not returned. Items are considered lost if they are not returned within 45 days of the last due date. At the time an item is considered lost, the patron will be charged the value of the item that is listed in the item record. If no value is listed the following default values will be applied:

Material Type	Default Charge
New Book	\$20.00
Book	\$15.00
Music CD	\$10.00
DVD (1 or 2 discs)	\$15.00
DVD Series (3 or more discs)	\$30.00
Audiobook	\$20.00
Periodical	\$5.00
Paperback	\$5.00

Items not listed will be charged on a case-by-case basis with fees to be directly related to the replacement cost of the item.

Lost items may be returned at any time before the replacement fee is paid. If an item is returned the patron will be credited the replacement fee minus the accrued fine.

Lost items that have been paid for cannot be returned. No refund will be given. Once an item has been paid for, the patron is entitled to keep the item. Lost items that have been paid for and returned to the library will be considered donations.

The library will not accept replacement copies of items in lieu of payment.

Records for lost items will be deleted from the library database 18 months after the date that the item changes to a lost status. The charges for the item will remain on the patron's account. Once an item has been deleted from the system, the patron will not be credited for the cost of the item if the item is returned. The patron may keep the item or donate it to the library.

### Damaged Materials

Costs for materials that are damaged by patrons will be billed to the patron. Damage will be defined as any alteration to the material that causes it to be unable to circulate to other patrons, or any alteration

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that causes repair work that occupies a significant amount of staff time. Patrons will not be charged for damage that is determined to be normal wear and tear on an item. Patrons will also not be charged for items that are damaged in the book returns.

Examples of damage include:

- Water or other liquid damage
- Dirt or food residue
- Torn pages or missing pages
- Torn covers or bindings
- Damaged or missing DVD or CD discs or cases
- Writing on pages or covers
- Pet damage such as chewing

Damaged items that cannot be repaired and put back into circulation will be charged the full replacement cost. The same default costs as lost items will apply.

Standard charges for common damages are as follows:

Type of damage	Charge
Water or liquid damage	Full replacement
Dirt or food residue	Full replacement if not able to be cleaned
Missing pages	Full replacement
Defacement of pages or covers that prevents circulation	Full replacement
Defacement of pages or covers that does not prevent circulation	\$10.00
Missing DVD or BluRay case (single)	\$5.00
Missing DVD or BluRay case (multiple)	\$10.00
Missing Music CD case (single)	\$5.00
Missing Music CD case (multiple)	\$10.00
Missing Audiobook case	\$10.00
Missing DVD or CD artwork	\$5.00
Missing DVD, CD, or Audiobook disc	Full replacement

Other charges will be determined on a case-by-case basis with charges being directly related to the replacement cost.

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Patrons will be notified by mail or e-mail of the charges for damaged items. Once an item has been charged the patron will have two weeks to inspect the item and contest the charge. After that time the charge on their record will be permanent. Damaged items that are not paid for will be retained for 6 months and then disposed of. Records for damaged items will be deleted from the library database when the item is discarded. The charges for the item will remain on the patron's account.

The patron is entitled to keep a damaged item that has been paid only if it has been removed from circulation.

The library will not accept replacement copies of items in lieu of payment.