

## **Lost and Damaged Materials Policy**

Library patrons are responsible for all materials checked out on their library card. If your card is lost, please notify the library immediately. Replacement costs and processing fees are the responsibility of any patron who loses or damages library materials. In the case of children under the age of 18, it is the responsibility of the parent or guardian to pay for lost or damaged items.

### **Regulations**

1. The library will notify the patron of the replacement cost for a damaged or lost item.
2. A nonrefundable \$5 processing fee will be charged for replaced items.
3. Patrons who pay for damaged or lost materials will have overdue fines associated with the item waived.
4. When a damaged or lost item has been paid for, that item will be removed from the patron's record.
5. Accounts with a balance of \$25 for over 30 days shall be turned over to a collection agency. A nonrefundable service fee of \$12 will be automatically added. Written notification will be sent to patrons before the account is turned over to the library's collection agency.
6. The library will not issue refunds for lost items that are subsequently found.
  - A. Full replacement cost of the item for materials published in the last 5 years
  - B. Half the replacement cost for materials published more than 5 years ago.
  - C. Full replacement costs for DVDs released within the last two years and one half the cost for items released more than two years ago.
  - D. Non-traditional items, including but not limited to: (board games, SAKs, Lit Kits, etc.) will be charged full replacement cost, at the discretion of the library director.

When patrons lose or damage materials borrowed from, used within the library or interlibrary loaned, they will be responsible for paying applicable charges. For children 17 and under a parent or legal guardian is responsible.

Patrons may not replace nor substitute a book or title for the one they have lost or damaged, unless they have first discussed replacement options with library staff and received permission. The library will only accept replacements that are new and completely undamaged. If part of an audiobook CD set or multi-disc movie is missing, the entire cost will be charged. The library will not replace individual items in a set.

If a patron feels that an item on his/her account which is overdue has been returned, but not noted by the system, they may request that the item be marked Claimed Returned on their account. In this circumstance, patrons are encouraged to continue to search for the item. Fines will continue to accrue but overdue notices will not be sent on the item. If the item is subsequently found and returned, only overdue fees will be charged.

If charges exceed \$5.00 on a library card, the account will be blocked and restricted from checking out additional items or renewing items. The block will be removed when charges are paid below \$5.00.

### **Lost Materials**

Lost library materials must be paid for at the cost indicated in the cataloging item record. In addition, there is a non-refundable processing fee of \$5.00 per item to cover ordering, cataloging and processing supplies. If charges exceed \$5.00 on a library card, the account will be blocked and restricted from checking out additional items or renewing items. The block will be removed when charges are paid below \$5.00.

Unpaid fines or replacement charges may be referred to a collection agency. Once referred to the collection agency, a fee of \$10.00 is assessed to the patron's account.

### **Damaged Materials**

Library materials must be returned undamaged. If an item is returned damaged beyond repair, the patron must pay the cost indicated in the cataloging item record. In addition, there is a non-refundable processing fee of \$5.00 per item to cover ordering, cataloging, and processing supplies. Alert library staff of any damage present in library materials at check out. A note will be made so that your account will not be charged.

Items damaged beyond repair will be billed to the patron's account and must be paid in full in order to remain in good standing with the Library. The patron's library privileges will be suspended until the patron settles any outstanding fines and fees for which they are responsible.

Once the replacement fee is paid, the damaged material becomes the property of the patron. However, due to space constraints and hygienic issues, damaged materials are only kept for 1 month after which the damaged item is thrown away. The library reserves the right to immediately dispose of any materials in a condition deemed to be a risk of any type.

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The Library Board of the Big Rapids Community Library reserves the right to amend any or all of the above regulations or restrictions without notice at any time.

Reviewed and approved by the Library Board on October 13, 2022.

Amended May 11, 2023.