

MacDonald Public Library Lost or Damaged Policy

Adopted: July 2023

Next scheduled review: July 2025

Purpose

Library cardholders who lose or damage materials they have checked-out, or used within the library, will be responsible for paying applicable charges. It is the responsibility of the parent or guardian who signed the minor's library card application to pay for lost or damaged items when children are under the age of 18.

Lost Materials

Lost library materials must be paid for at the price indicated in the item record.

The Library will also accept a new, identical replacement copy of the lost item. The ISBN number of the replacement copy must match the lost item. Replacement AV material must be submitted in its original, unopened packaging.

Refunds for lost and paid materials will be given if they are returned to the library within three months from the date of payment. Material must be returned in good condition. If the charge is the result of staff error, a refund will be provided to the patron regardless of when they paid for the material. If the material is located after providing a replacement copy, a refund will not be provided to the patron nor will their replacement copy be returned; they are able to keep the located item.

Damaged/Missing Pieces

Library materials must be returned undamaged. If an item is returned damaged beyond repair and exceeding normal wear and tear, it must be paid for at the price indicated in the item record.

Damage includes, but is not limited to:

- Any water damage
- Dirt, food, or beverage staining
- Torn or damaged pages
- Missing pages, discs, pieces or cases
- Crayon, pen, or other drawing/writing damage
- Pet damage
- Damaged or cracked discs

Patrons may inspect damaged items billed to them and should visit the library as soon as possible to do so. The library will hold damaged items for 30 days after notifying the patron of the charges, unless the item's condition presents a risk to the collection, such as due to the presence of mold or bedbugs. A patron may keep a damaged item after paying the full replacement fee for it.

The Library will accept a new, identical replacement copy of the damaged item. The ISBN number of the replacement copy must match the damaged item. Replacement AV material must be submitted in its original, unopened packaging.

If AV material is returned missing a piece(s), cover art, or without the case, there is a charge of \$2.00 for cover art or \$6.00 per missing piece or case.

Items returned with missing pieces, such as board games and kits, will be evaluated based on whether the item is still useable with the missing piece. If the item cannot be used without the missing piece, the patron may be charged to replace the specific piece. If the specific piece cannot be purchased on its own, the patron may be charged the full replacement cost of the item.

Non-MacDonald Public Library Items

If a damaged item belonging to another library is returned, the item will not be checked in until it has been received by the owning library. The owning library will institute their own policies for lost or damaged items. Patrons may pay for the replacement costs at MacDonald Public Library.