

Lost and damaged materials policy

APPROVED: Board of Supervisors

Date: 2/17/98

Section: 3204

1. The customer is responsible for materials checked out on his or her library card. Parents or legal guardians are responsible for materials borrowed by minors.
2. When possible, damaged materials will be repaired in the library and remain in circulation. When necessary, damaged materials will be sent to a professional bindery. All materials to be sent for professional binding must be forwarded through District Technical Services.
3. The customer may be charged for any damage beyond the wear and tear that occurs through normal usage, at the discretion of the Librarian. Materials that are lost or damaged beyond repair and can no longer be circulated are paid for by the customer. Customers who consistently lose or damage materials or claim extenuating circumstances may be referred to the Librarian for consideration.
4. In certain cases the Library will accept duplicate copies of lost or damaged items as replacement if the material has not already been paid for and the replacement is of comparable value. Duplicate copies will be accepted if the title is out-of-print or difficult to purchase, or if the ISBN of the duplicate copy matches the ISBN of the lost or damaged copy.
Duplicate copies must be in good condition to be accepted. All duplicate copy offers must be approved by the Librarian.
5. Damaged materials that have been paid for in full by the customer may be given to the customer upon request. The customer will be notified after the withdrawal of the damaged materials to pick up materials within ten days. Damaged materials not picked up will be offered to local Friends groups or otherwise discarded.
6. Refunds will not be given for returned "lost" materials. In certain cases the Library may offer to purchase items that have been paid for and later found if the item is out-of-print, difficult to replace, and returned in good condition. All such purchases must be approved by the Librarian in consultation with the District Offices.
7. Additional information pertaining to the use of replacement funds for lost and damaged items missing from the collection, items checked out but not returned, and items damaged beyond repair by an identifiable customer is located in the Replacement Fund Procedures, Section 3208.