

Lost or Damaged/Missing Pieces Policy

Policy Statement

Library customers are responsible for all materials checked out on their library cards. Replacement costs and processing fees are the responsibility of any customer 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 who signed the minor's library card application to pay for lost or damaged items.

Regulations

1. The library will notify the customer of the replacement cost for a damaged or lost item as well as any associated overdue fines.
 2. If the customer believes a lost item has been returned to the library, the *Claims Returned* policy will be followed.
 3. Although the library receives discounts on the purchase of new items, the original list price will be used as the replacement cost in order to recover processing expenses. Substitute items will not be accepted in lieu of payment.
 4. When a damaged or lost item has been paid for the item will be removed from the customer's record.
 5. The *Fines and Fees* policy will be followed regarding the collection of any fines or fees assessed as a result of damaged or missing items.
 6. The library will not issue refunds for lost items that are subsequently found.
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Approved: August 21, 2013
Clinton-Macomb Public Library Board of Trustees