

Lost or Damaged Material Replacement Policy

Library materials must be returned in good condition. At the discretion of the Library Director, replacement and processing fees will be assessed to a borrower account for items returned with damages. Damage includes but is not limited to:

- Water damage
- Burned or ripped covers, cases or pages
- Ripped or removed labels or barcodes
- Dirt, sand, food or other substances adhered to materials
- Highlighting or underlining of text
- Bed bugs or other pests

Repairing a Damaged Item:

- A \$2.00 processing fee will be assessed for each item returned with a missing/damaged barcode or spine label.
- TCHRTL staff will determine if a damaged item can be repaired. If a repair can be made a \$4.00 mending fee will be charged.

Replacing a Lost or Damaged Item

- Patrons may pay for the item by paying the cost listed in the library's database plus a non-refundable \$1.00 processing fee for the item.
- Patrons may purchase a replacement for the item that was lost or damaged. A non-refundable \$1.00 processing fee will be due with the replacement.
- Replacement copy must be new. Used copies will not be accepted.
- Replacement copy must be an exact match for the item that was damaged or lost. (i.e. same binding, edition, format, etc. – please ask for the item's ISBN))

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- Patrons may keep the damaged item once the replacement has been paid for or purchased. Please inform the library staff if you wish to do so, and you will be contacted once the item has been withdrawn from the library's database.
- If the damaged item belongs to another library, the item must be sent back to the owning library without checking it in. The owning library will then assess the cost.
- In the case of a paid lost item, a receipt will be issued to the patron. If the Lost item is returned in acceptable condition within the 3 month period after payment, the lost charges will be refunded to the patron minus the long overdue charge of \$4.95, unless the library has already purchased a replacement. Patron must have their receipt to get the refund.

Materials Not Returned and Bankruptcy filed:

- When a patron who owes fines and/or fees goes through bankruptcy and produces the declaratory judgement from a bankruptcy magistrate, the library must forgive the fines and/or fees and allow the patron service. If prior to the declaratory judgment the patron had failed to return library material, the library may limit the patron's borrowing privileges until the missing library material is returned. If the patron accumulates new fines and/or fees or again fails to return library material, the library may also limit the patron's future borrowing privileges.