



710 Main Street Murray, KY 42071 | (270) 753-2288

## **LOST & DAMAGED MATERIALS REPLACEMENT POLICY**

Materials borrowed via any mechanism are the responsibility of the library patron. Replacement cost is the responsibility of any patron having lost or damaged library material on his/her account. In the case of children under the age of 18, responsibility lies with the parent, guardian or responsible party listed on the child's account.

The replacement cost of any item that is lost or damaged is the retail price of the item, plus a \$10.00 processing fee. If the replacement price cannot be determined the patron will be charged \$25.00 plus \$10.00.

CCPL assesses charges for the entire item, not for part of an item (e.g. ten damaged pages in a book, or one disc of a two-disc set).

Materials borrowed through Interlibrary Loan which are lost or damaged are charged to the patron according to the bill provided by the lending agency.

### **Assumed Lost Materials**

- Material is assumed lost when the patron tells us that it is lost, or when the material has not been returned within 90 days of the due date. Staff should encourage customers to look for the unreturned items before claiming they are lost and before paying for non-refundable charges.
- Although the 90-day period is preferred, if a patron insists upon paying for an item, they will be allowed to do so.
- Transactions regarding the payment and removal of a lost item from the collection may be handled by a manager.

### **Damaged Materials**

- Library materials are considered damaged when the item is in such poor condition that it cannot be returned to the shelf.
- Damage that is obviously the result of misuse or neglect will be charged to the patron. Examples include, but are not limited to, evidence of chewing, evidence that liquids or food have been spilled on the item, an item that is damp, an item that has been defaced, and items with pages cut or torn out, etc. For audio/visual materials, examples include an item that has melted or been severely scratched. For e-readers, examples include evidence of chewing or other physical damage, evidence that liquids, food or other residue has been spilled on the item, or evidence that the item has been defaced or scratched.
- The patron may keep the damaged item after the fee has been paid, and the item has been removed from the collection.

- The patron may pay with cash or check. When paying with check, the patron must have a current photo ID.
- CCPL does not issue a refund if the lost or missing item is found after the fee has been paid. The patron may keep the item.

### **Appeals**

CCPL considers all legitimate concerns about library fees. Reasons that DO NOT constitute for appeal are:

- Lack of knowledge of library policy
- Disagreement with library fee structure
- Inability to pay fees
- Unwillingness to take responsibility for material loaned to a third party
- Forgetting the due date
- Non-receipt or untimely receipt of library notices
- Being out of town

Appeals may be made to Mignon G. Pittman, Executive Director, at [270-753-2288](tel:270-753-2288) or [mignon.pittman@callowaycountylibrary.org](mailto:mignon.pittman@callowaycountylibrary.org).