



Number: 1
Category: Circulation and Collection
Development Management

Policy Title: CHARGES TO CUSTOMERS FOR LOST OR
DAMAGED ITEMS
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Customers will be charged for lost or damaged items as described below:

1. The price listed on the item's catalog record in the automated library system.
2. If no price is recorded in the item's catalog record, customers will be charged according to the standard list below. Recommended charges are approved by the Library Board.
3. All replacement items will be purchased by the Library. Due to the nature and costs of processing, outside replacements will not be accepted. Exceptions may be permitted by the Circulation Manager, including the addition of a \$5.00 processing fee.
4. In instances of theft or damage to library materials, the Library Board retains the right to charge customers for staff time spent investigating and resolving the case. Any charges related to recoupment of staff time will be in addition to the standard list of charges for materials below.

PRINT MATERIALS

Adult Materials

Hardcover	\$30.00
Paperbacks	\$20.00
Magazines	\$ 8.00

Juvenile Materials

Hardcover fiction & non-fiction	\$20.00
Paperback or board book	\$ 10.00
Magazines	\$ 6.00

AUDIOVISUAL MATERIALS

Art Reproductions	\$140.00
Books on CD	\$45.00
Compact disc	\$17.00 per disc
Canvas art bag	\$30.00 per bag
Read-along	\$50.00
Playaway	\$85.00
Launchpad	\$170.00
Video game software	\$50.00
DVD	\$27.00 per disc
Blu-ray	\$34.00
4K	\$45.00
Wi-Fi hotspot	\$160.00

MISSING PARTS

Any material contained with the item and deemed important enough by library staff to note in the item's catalog record will be charged. Replacement price will be as listed in the automated library system.

If no replacement price is listed in the automated library system, standard charges for missing parts are as follows:

Booklet - \$5.00
Sheet - \$2.00
Book - \$10.00
Case - \$5.00
Cover art - \$1.00
Library labels - \$1.00
Barcodes - \$1.00
RFID tags - \$1.00
Other - \$5.00

REFUNDS

Refunds will only be issued for items valued at \$50.00 or more. Refunds will be issued by check and sent by mail. When a customer pays for an item which they have lost and finds the item within 30 days, a refund will be given for the item(s) if returned in good condition, minus the fine which would have been charged. No refunds will be given for payment of a Wi-Fi hotspot, and/or any individual part once payment is received.

No refunds will be given for payment of an interlibrary loan item once payment has been received.