

Mid-Columbia Library System 405 S DAYTON, KENNEWICK, WA 99336 509.582.4745		Circulation Policy	
		SECTION: <i>210</i>	NO. <i>56</i>
TITLE: <i>LOST OR DAMAGED MATERIAL</i> 210.10.7.A LOST MATERIAL 210.10.7.B MATERIALS DAMAGED BEYOND REPAIR 210.10.7.C MATERIALS WITH MINOR DAMAGE 210.10.7.D MISSING PARTS			
COVERAGE: CARDHOLDERS	RESPONSIBLE: <i>BRANCH MANAGER/SUPERVISOR</i>	Page 1 of 5	
AUTHOR: <i>LORI PORTUGAL</i>	SUPERCEDES: <i>LOST/DAMAGED MATERIALS</i>		
REVIEWED BY: <i>PLANNING AND DEVELOPMENT COMMITTEE</i>		APPROVED BY: BOARD OF TRUSTEES	
ADOPTED: <i>APRIL 18, 1994</i>	REVISED: <i>JULY 17, 2006</i>	EFFECTIVE: <i>JULY 17, 2006</i>	NEXT REVIEW: <i>7/2007</i>

1. PURPOSE:

- Provide for payment of lost or damaged materials

2. SUMMARY OF JULY 2006 REVISION:

- ADDS a \$5.00 processing fee
- ELIMINATE the \$3.00 reinstatement charge
- CHANGES the time for a refund FROM “within one year of paying for the material” TO “within one year of the original due date.”
- ADDS “Customers may not provide replacement copies for lost or damaged items”
- ADDS “A refund due a patron with outstanding lost item(s) on their account will be applied to the account to pay other lost, missing or damaged items.”
- ADDS “Refunds will not be given on payments made by patrons for lost parts as the cost to replace the item has already been incurred by the library.”
- DIVIDES the Regulations into 4 different sections; Lost Material, Materials Damaged Beyond Repair, Materials with Minor Damage and Missing Parts.
- INSERTS the policy into new format

3. RELATED POLICIES & PROCEDURES:

- PROCEDURE – PROCESSING LOST ITEMS CPR.212.10.1
 - PROCEDURE – PROCESSING DAMAGED MATERIALS CPR.212.10.2
 - PROCEDURE – PROCESSING MATERIALS WITH MINOR DAMAGE CPR.212.10.3
 - PROCEDURE – PROCESSING MATERIALS WITH MISSING PARTS CPR.212.10.4
 - PROCEDURE – REFUNDS TO CARDHOLDERS CPR.212.10.5
 - PROCEDURE – MENDING CPR.212.10.6
 - PROCEDURE – CREATING CHARGES IN POLARIS CPR.212.10.7
-

Mid-Columbia Library System 405 S DAYTON, KENNEWICK, WA 99336 509.582.4745		Circulation Policy	
		SECTION: <i>210</i>	NO. <i>56</i>
TITLE: <i>LOST OR DAMAGED MATERIAL</i> 210.10.7.A LOST MATERIAL 210.10.7.B MATERIALS DAMAGED BEYOND REPAIR 210.10.7.C MATERIALS WITH MINOR DAMAGE 210.10.7.D MISSING PARTS			
COVERAGE: CARDHOLDERS	RESPONSIBLE: <i>BRANCH MANAGER/SUPERVISOR</i>	Page 2 of 5	
AUTHOR: <i>LORI PORTUGAL</i>	SUPERCEDES: <i>LOST/DAMAGED MATERIALS</i>		
REVIEWED BY: <i>PLANNING AND DEVELOPMENT COMMITTEE</i>		APPROVED BY: BOARD OF TRUSTEES	
ADOPTED: <i>APRIL 18, 1994</i>	REVISED: <i>JULY 17, 2006</i>	EFFECTIVE: <i>JULY 17, 2006</i>	NEXT REVIEW: <i>7/2007</i>

4. SETTINGS AND OR SUPPLIES NEEDED:

- NONE

5. DEFINITIONS:

-

6. APPENDICES:

- CIRCULATION APPENDIX – MINOR DAMAGE AND MISSING PARTS COST
CAP.214.10.1
- CIRCULATION APPENDIX – ITEM REPLACEMENT FEES CAP.214.10.2

Mid-Columbia Library System 405 S DAYTON, KENNEWICK, WA 99336 509.582.4745		Circulation Policy	
		SECTION: <i>210</i>	NO. <i>56</i>
TITLE: <i>LOST OR DAMAGED MATERIAL</i> 210.10.7.A LOST MATERIAL 210.10.7.B MATERIALS DAMAGED BEYOND REPAIR 210.10.7.C MATERIALS WITH MINOR DAMAGE 210.10.7.D MISSING PARTS			
COVERAGE: CARDHOLDERS	RESPONSIBLE: <i>BRANCH MANAGER/SUPERVISOR</i>	Page 3 of 5	
AUTHOR: <i>LORI PORTUGAL</i>	SUPERCEDES: <i>LOST/DAMAGED MATERIALS</i>		
REVIEWED BY: <i>PLANNING AND DEVELOPMENT COMMITTEE</i>		APPROVED BY: BOARD OF TRUSTEES	
ADOPTED: <i>APRIL 18, 1994</i>	REVISED: <i>JULY 17, 2006</i>	EFFECTIVE: <i>JULY 17, 2006</i>	NEXT REVIEW: <i>7/2007</i>

7. POLICY STATEMENT

Patrons are responsible for all materials checked out on their card. Therefore, the Library System charges the patron's account when items are lost or damaged.

REGULATIONS

A. Lost Material

1. A \$5.00 processing fee will be charged to the patron's account for all lost materials, in addition to the cost of the item.
 2. Patrons will be charged the original retail price listed in the item record to cover the cost of the item.
 3. When there is no cost listed in the item record, a replacement fee will be charged. The Collection Development Department will establish the replacement fee from industry sources.
 4. Customers may not provide replacement copies for lost items.
 5. Patrons who pay for lost materials, but return them in good condition, within one (1) year of the original due date are eligible for a refund. The amount refunded shall be the amount paid for the lost item minus the \$5.00 processing fee.
 6. A refund due a patron with outstanding lost item(s) on their account will be applied to the account to pay other lost, missing or damaged items.
 7. Receipts shall be given to patrons who pay for lost materials.
-

Mid-Columbia Library System 405 S DAYTON, KENNEWICK, WA 99336 509.582.4745		Circulation Policy	
		SECTION: <i>210</i>	NO. <i>56</i>
TITLE: <i>LOST OR DAMAGED MATERIAL</i> 210.10.7.A LOST MATERIAL 210.10.7.B MATERIALS DAMAGED BEYOND REPAIR 210.10.7.C MATERIALS WITH MINOR DAMAGE 210.10.7.D MISSING PARTS			
COVERAGE: CARDHOLDERS	RESPONSIBLE: <i>BRANCH MANAGER/SUPERVISOR</i>	Page 4 of 5	
AUTHOR: <i>LORI PORTUGAL</i>	SUPERCEDES: <i>LOST/DAMAGED MATERIALS</i>		
REVIEWED BY: <i>PLANNING AND DEVELOPMENT COMMITTEE</i>		APPROVED BY: BOARD OF TRUSTEES	
ADOPTED: <i>APRIL 18, 1994</i>	REVISED: <i>JULY 17, 2006</i>	EFFECTIVE: <i>JULY 17, 2006</i>	NEXT REVIEW: <i>7/2007</i>

B. Materials Damaged Beyond Repair

1. A \$5.00 processing fee will be charged to the patron's account for all materials damaged beyond repair, in addition to the cost of the item.
2. Patrons will be charged the original retail price listed in the item record to cover the cost of the item.
3. When there is no cost listed in the item record, a replacement fee will be charged. The Collection Development Department will establish the replacement fee from industry sources.
4. Customers may not provide replacement copies for damaged items.
5. Materials damaged beyond use become the property of the borrower upon payment and if claimed within thirty (30) days.
6. At the discretion of the library, severely damaged material may be disposed of upon return, but the borrower is still liable.
7. Receipts shall be given to patrons who pay for materials damaged beyond repair.

C. Materials with Minor Damage

1. Patrons are responsible for costs related to minor damage to materials or the mending of damaged materials that can be repaired and returned to circulation.
 2. The Collection Development Department will provide a list of current repair costs.
-

Mid-Columbia Library System 405 S DAYTON, KENNEWICK, WA 99336 509.582.4745		Circulation Policy	
		SECTION: <i>210</i>	NO. <i>56</i>
TITLE: <i>LOST OR DAMAGED MATERIAL</i> 210.10.7.A LOST MATERIAL 210.10.7.B MATERIALS DAMAGED BEYOND REPAIR 210.10.7.C MATERIALS WITH MINOR DAMAGE 210.10.7.D MISSING PARTS			
COVERAGE: CARDHOLDERS	RESPONSIBLE: <i>BRANCH MANAGER/SUPERVISOR</i>	Page 5 of 5	
AUTHOR: <i>LORI PORTUGAL</i>	SUPERCEDES: <i>LOST/DAMAGED MATERIALS</i>		
REVIEWED BY: <i>PLANNING AND DEVELOPMENT COMMITTEE</i>		APPROVED BY: BOARD OF TRUSTEES	
ADOPTED: <i>APRIL 18, 1994</i>	REVISED: <i>JULY 17, 2006</i>	EFFECTIVE: <i>JULY 17, 2006</i>	NEXT REVIEW: <i>7/2007</i>

3. Staff will assess the damage and charge the account accordingly.
4. These items will be mended and returned to use.
5. Receipts shall be given to patrons who pay for damaged materials or required repairs.

D. Missing Parts

1. Patrons are responsible for costs related to replacement of missing parts in multiple item sets.
 2. These charges vary depending on the item that is missing.
 3. The Collection Development Department will provide a list of current replacement prices.
 4. When available, replacement parts will be acquired and the item returned to use.
 5. Refunds will not be given on payments made by patrons for lost parts as the cost to replace the item has already been incurred by the library.
 6. Receipts shall be given to patrons who pay for missing parts.
-