

Mid-Columbia Libraries 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>	
COVERAGE: CARDHOLDERS	RESPONSIBLE: <i>BRANCH MANAGER/SUPERVISOR</i>	Page 1 of 2	
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>4/18/1994</i>	REVISED: <i>7/17/2006; 9/20/2010</i>	EFFECTIVE: <i>7/17/2006</i>	NEXT REVIEW:

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

REGULATIONS

A. Lost Material

1. Customers will be charged the original retail price listed in the item record to cover the cost of the item.
2. 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.
3. Customers may not provide replacement copies for lost items.
4. Customers who pay for lost materials, but return them in good condition, within 30 days of payment for the materials are eligible for a refund. A refund due a customer with outstanding lost item(s) on their account will be applied to the account to pay other lost, missing or damaged items.
5. Receipts shall be given to customers who pay for lost materials.

B. Damaged Materials

1. Customers will be charged the original retail price listed in the item record to cover the cost of the item.
 2. 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.
 3. Customers may not provide replacement copies for damaged items.
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4. Damaged materials become the property of the borrower upon payment and if claimed within thirty (30) days.
5. At the discretion of the library, severely damaged material may be disposed of upon return, but the customer is still liable.
6. Receipts shall be given to customers who pay for damaged materials.

C. *Missing Parts*

1. Customers 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. Refunds will not be given on payments made by customers for lost parts as the cost to replace the item has already been incurred by the library.
 4. Receipts shall be given to customers who pay for missing parts.
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