

MacDonald Public Library

LOST OR DAMAGED/MISSING PIECES POLICY

Policy Statement

Library cardholders who lose or damage materials they have checked-out, or used within the library, will be responsible for paying applicable charges. It is the responsibility of the parent or guardian who signed the minor's library card application to pay for lost or damaged items when children are under the age of 18.

Lost Materials

Lost library materials must be paid for at the price indicated in the item record plus a non-refundable processing fee.

The Library will also accept a new, identical replacement copy of the lost item. The ISBN number of the replacement copy must match the lost item. Replacement AV material must be submitted in its original, unopened packaging. Also, there is a non-refundable processing fee of \$5.00 per item.

Refunds for Lost and Paid materials will be given if they are returned to the library within three months from the date of payment. Processing fees are non-refundable. Material must be returned in good condition. Refunds are not available for replacement copies.

Damaged/Missing Pieces

Library materials must be returned undamaged. If an item is returned damaged beyond repair, it must be paid for at the price indicated in the item record plus a non-refundable processing fee.

The Library will also accept a new, identical replacement copy of the damaged item. The ISBN number of the replacement copy must match the damaged item. Replacement AV material must be submitted in its original, unopened packaging. Also, there is a non-refundable processing fee of \$5.00 per item.

If AV material is returned missing a piece(s), cover art, or without the case, there is a charge of \$2.00 for cover art or \$6.00 per missing piece or case.

Non-MacDonald Public Library Items

If the lost or damaged materials belong to another library, the owning library will need to be contacted to determine their policy regarding replacement or replacement costs. If paying by check or money order, it must be made out to the owning library.

The Board of Trustees of the MacDonald Public Library reserves the right to amend any or all of the above regulations or restrictions without notice at any time.