

## Lost or Damaged/Missing Pieces Policy

### Policy Statement

Library customers are responsible for all materials checked out on their library card. Replacement costs and processing fees are the responsibility of any customer who loses or damages library materials. In the case of children under the age of 18, it is the responsibility of the parent or guardian who signed the minor's library card application to pay for lost or damaged items.

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### Regulations

1. The library will notify the customer of the replacement cost for a damaged or lost item based upon publication date.
  - A. Full replacement cost of the item for materials published in the last 5 years
  - B. Half the replacement cost for materials published more than 5 years ago.
  - C. Full replacement costs for DVDs, video games and CDs released within the last year and one half the cost for items released more than a year ago.
2. A nonrefundable \$5 processing fee will be charged for replaced items.
3. Customers who pay for damaged or lost materials will have overdue fines associated with the item waived.
4. When a damaged or lost item has been paid for, that item will be removed from the customer's record.
5. Accounts with a balance of \$15 for over 30 days shall be turned over to a collection agency. A nonrefundable service fee of \$10 will be automatically added. Written notification will be sent to customers before the account is turned over to the library's collection agency.
6. After three months, the library will not issue refunds for lost items that are subsequently found.

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Rochester Hills Public Library Board of Trustees