

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.

Regulations

1. Items that are lost or damaged beyond repair are billed according to the item price listed in each item record.
 2. The library will notify the customer of the item price for a damaged or lost item, adjustments to the replacement value can be made 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. Items that are overdue for more than 6 weeks will be billed to the account as a lost item.
 2. A nonrefundable \$5 processing fee will be charged for each replaced item(s).
 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. After three (3) 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