

## Lost or Damaged/Missing Pieces Policy

### Policy Statement

Library patrons are responsible for all materials checked out on their library card. Replacement costs and processing fees are the responsibility of any patron who loses or damages library materials.

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### 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 patron of the full item price for a damaged or lost item, adjustments to the replacement value may be made by a staff member based upon publication date.
  - A. Full replacement cost of the item for print materials published in the last 5 years.
  - B. Half the replacement cost for print materials published more than 5 years ago.
  - C. Full replacement costs for non-print materials released within the last year and half the replacement cost for items released more than a year ago.
2. Items that are overdue for more than six (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. Patrons 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 patron'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