

# LOST, DAMAGED & INCOMPLETE MATERIALS

Policy No. 214

## I. PURPOSE

Patrons are responsible for the materials that they borrow. This policy specifies how and under what circumstances patrons will be billed for lost, damaged and incomplete materials.

## II. LOST MATERIAL

- A. Lost materials will be billed at the cost of the item listed in the Library catalog.
- B. No refunds will be given after payment has been received for a lost or damaged item.
- C. The Library does not accept replacements.

## III. DAMAGED MATERIAL

- A. If an item sustains damage which can be repaired, a fee may be assessed according to the repair fee schedule.
- B. Material damaged beyond repair and judged by the Library as being unsuitable for the collection will be billed at the cost of the item listed in the Library catalog. Material considered damaged beyond repair includes but is not limited to: water damaged, chewed, burned, with substantial stains or markings, and/or numerous ripped pages.
- C. The Library does not accept replacements.

## IV. INCOMPLETE MATERIALS

- A. Patrons will be notified if an item is returned incomplete. The item will not be checked in and extended use fees will be charged if the missing piece is returned after the due date.
- B. If the missing piece is not returned, the incomplete item will be billed at the full cost of the item listed in the Library catalog.
- C. The Library does not accept replacements.