



Public Library Policy Manual

General Policy: Lost/Damaged Materials

PURPOSE:

To provide a fair and uniform method for replacing lost or repairing damaged Taber materials.

POLICY:

The Taber Public Library Board will charge the replacement price for any items which the current patron returns permanently damaged or declared lost.

GUIDELINES:

1. If an item is returned damaged and the Library Manager or their designate feels that the item cannot further circulate unless repaired, the current patron may be charged a processing fee of \$2.00 to \$5.00 at the discretion of the Library Manager.
2. If the Library Manager or their designate feels that the item is damaged beyond repair, or when the system declares an item lost, the patron will be responsible for any costs incurred in replacing the item.
3. Patrons who have to replace an item will have the following options:
 - a) buying an exact copy of the item to replace the library copy. The lost or damaged library copy will then belong to the patron.
 - b) paying the publishers list price.
4. Should a lost item be found, refunds are given to those patrons who have paid to replace an item, provided the library has not already ordered a new copy. Once a refund is approved, the system will calculate the charges which will be deducted from the refund. Refunds of \$10.00 or less will be paid in cash and refunds over \$10.00 will be paid by cheque.
5. Lost and/or damaged ILLs (Interlibrary Loans) will be handled as per guidelines as set out by the owning library.

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