

LOST/DAMAGED ITEMS

1. **UNCATALOGED PAPERBACKS** (paperbacks with no spine label): If a patron loses or damages an uncataloged paperback, they may:
 - a. Bring in another paperback in good condition and pay \$5.00 for a processing fee, keeping the damaged book if desired
 - b. Return the damaged book and pay 50% of the cost of the book, \$5.00 processing fee and LCLS will retain the damaged book.
 - c. Keep the damaged item pay the full replacement cost and \$5.00 processing fee.
 - d. Pay full replacement cost and \$5.00 processing fee for a lost item.
2. **AUDIOBOOKS (lost part)**: If a patron has lost or damaged an individual CD in an audio book set and the individual CD can be replaced:
 - a. The patron will be charged the replacement cost and a \$5.00 processing fee.
 - b. The patron may keep the individual damaged tape or CD if desired.
 - c. The set will be retained by the library.
3. **BOOK with a CD in a set** (both those in plastic bags and those with CD in the back of the book): If a patron loses or damages one part in a book with a CD in a set and that part cannot be replaced:
 - a. The patron will pay 50% of the total cost of the set for a lost or damaged cassette, CD or book and a \$5.00 processing fee if:
 - i. The entire set for a damaged item is returned to the library or
 - ii. The rest of the set for a lost item is returned to the library.
 - b. If the patron wants to keep the damaged part of a set, they will pay the total cost of the set and a \$10.00 processing fee. They may keep the entire set.
 - c. If the patron wants to keep the rest of the set with a lost part, they will pay the total cost of the set and a \$10.00 processing fee.
4. **OTHER AV MATERIALS (damaged)**:
 - a. If the patron returns any other damaged AV item, they will pay 50% of the cost of the item and a \$10.00 processing fee and the library will retain the item.
 - b. If the patron wants to keep the damaged item, they will pay the full price of the item plus the \$10.00 processing fee.
 - c. Patrons may bring in an exact copy of the damaged item, keep the damaged item if desired and pay a \$10.00 processing fee.
 - d. If the library is unable to replace a single damaged disc in a DVD, video game, MP3, or CD set the patron is responsible for the cost of the entire set and a \$10.00 processing fee.
 - e. Damaged booklets will be a \$5.00 charge plus a \$5.00 processing fee.
5. **ALL OTHER AV MATERIALS (lost)**:
 - a. If the patron loses an AV item, they will pay the full price of the item plus the \$10.00 processing fee.
 - b. Patrons may bring in an exact copy of the lost item and pay a \$10.00 processing fee.
 - c. If the patron loses a booklet, the charge will be \$5.00 replacement fee plus \$5.00 processing fee.

- d. If the library is unable to replace an item other than a booklet in a DVD, video game, MP3, or CD set the patron is responsible for the cost of the entire set plus a \$10.00 processing fee.
6. ALL OTHER MATERIALS (damaged):
 - a. If the patron returns any other type of damaged item, they will pay 50% of the cost of the item and a \$5.00 processing fee and the library will retain the item.
 - b. If the patron wants to keep the damaged item, they will pay the full price of the item plus the \$5.00 processing fee.
 - c. If the patron damages a booklet, the charge will be \$5.00 replacement fee plus \$5.00 processing fee.
 - d. Patrons may bring in an exact copy of the damaged item, keep the damaged item if desired and pay a \$5.00 processing fee.
7. ALL OTHER MATERIALS (lost):
 - a. If the patron loses an item, they will pay the full price of the item plus the \$5.00 processing fee.
 - b. Patrons may bring in an exact copy of the lost item and pay a \$5.00 processing fee.
8. EQUIPMENT (lost or damaged):
 - a. If the patron loses equipment, they will pay the full price of the equipment.
 - b. If the patron damages equipment and it is not repairable, they will pay the full price of the equipment.
 - c. If the patron damages equipment and it can be repaired to full and complete use as well as look close to new, they will pay the cost for repairs.
9. The patron is responsible for paying any collection agency charges associated with the checkout of any lost or damaged item.