



CIR-6 - Claims returned/never had
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Supersedes: Public Service Policy Manual, August 5, 1994

<p>Policy Statement - To promote good customer relations, the Camden County Library System recognizes that situations arise when customers will claim to have returned or will say that they never charged out library materials attached to their record in the library's database. In these circumstances, the Library will absolve the customer of responsibility for the missing materials.</p>
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Regulations

1. Staff members will change the status of an item to claims returned for customers who say that they returned items that are still checked out on their record in the library's database, whether the item belongs to the branch where the claim was made or if it belongs in another branch.
2. The customer is not responsible for fines and fees attached to items found on the shelves in the library.
3. Customers who find and subsequently return materials that had been marked claims returned are not responsible for the accrued overdue fine. These fines are not pro-rated or otherwise apportioned
4. A cumulative record of items with claims returned status is maintained. There is no maximum number of "claims returns" that will bar a customer from borrowing materials.

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