

**CIR-7 - Lost or damaged materials**

**Supersedes:** Public Service Policy Manual, August 5, 1994, July 12, 2005

**Policy Statement** - In the interest of providing the best customer service and having materials available for customers, the Camden County Library System implements a process for replacing those items that are damaged or lost.

**Definitions**

1. Lost item – material checked out under a customer’s card and either lost or never returned by that customer.
2. Damaged item – material checked out in good condition that is returned in a state that is beyond repair and needs to be replaced.

**Regulations**

1. If an item is lost or returned in a state that is damaged beyond repair, the customer shall either:

Pay for the item based on the price as shown in the Library’s database, plus a processing fee of \$4.00.

or

Provide the Library with a new or like new exact replacement of the lost or damaged item, plus a processing fee of \$4.00.

A customer may keep a damaged item once it is paid for.

2. Staff will give the customer a receipt for all fines and fees paid.
3. If the lost item is located after a customer has either paid for the item or provided a replacement, a refund will not be given.

Date of approval 8/14/12