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.

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