



## COMMUNITY SERVICES DEPARTMENT

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### **DAMAGED OR LOST POLICY**

#### **I. PURPOSE**

To establish a policy for handling materials damaged or lost by Library patrons.

#### **II. POLICY**

Library patrons who have lost or damaged library materials will be charged according to the *COA Code of Ordinance 16-01-40 Damaging property, etc.:* (a) *Any person, carrying away without authority, misusing, cutting, writing upon, damaging, defacing, tearing or destroying any book, periodical, map, newspaper or any property devoted to the public library shall be subject to punishment as provided in section 1-01-100 of this Code and shall be ordered to replace or pay for the repair of the material destroyed. Additionally, persons found guilty of violating this section shall pay the current established processing fee and any required governmental gross receipts tax on all items.*

#### **MATERIALS DAMAGED BEYOND REPAIR:**

The patron will pay the original retail price of the item, plus the governmental gross receipts tax, and a \$5.00 processing fee.

#### **MATERIALS with MINOR DAMAGE THAT CAN BE REPAIRED:**

Library staff will determine the severity of the damage and whether the item(s) can be sufficiently repaired upon inspection. Charges will vary depending on the cost of repair materials and/or bindery costs.

#### **LOST MATERIALS:**

Item(s) not returned after 21 days from the due date, will be considered lost and a letter will be sent to the patron from the library stating that they have 15 days to return the item(s) and pay the fines. Items that are not returned and fees that are not paid within that time may be turned over to the City's Legal Department or a designated Collections process. For lost items, the patron will pay the original retail price, plus the governmental gross receipts tax and a \$5.00 processing fee.

### **REFUNDS FOR LOST ITEMS RETURNED:**

Cash refunds for library items returned in good condition will only be issued within 90 (ninety) days of payment and upon return of the lost item(s) with the written payment receipt received at the time of payment. The amount of the refund will be for the retail amount paid and the tax, less any outstanding fees/fines on the account. The \$5.00 processing fee will not be refunded. No refunds will be issued after 90 (ninety) days. No refunds will be given for returned items that have been previously submitted to the City Legal Department or a City designated Collections Process.

### **COLLECTION OF FEES/FINES:**

Any unpaid fee/fine balance after the 15 (fifteen) day notice from the library may be turned over to the City Legal Department or City designated Collections process for collection.

Patrons with any overdue account submitted to the City Legal Office or designated Collections process will be responsible for all charges accrued regardless of whether the materials are subsequently returned to the library.

### **LOSS OF LIBRARY-USE PRIVILEGES:**

Patrons with long overdue or lost items on their account or with fees/fines of \$2.00 and up will lose all borrowing and public computer privileges until the account is paid in full. Parent or guardian accounts will also be blocked when minor's that they are contractually responsible for have blocked accounts.

Effective: February 1, 2013  
Revised at request of City Commission and approved January 2012  
Effective Date: February 1, 2013  
Revised to add City & Library logos and minor format change October 5, 2023