

Code **LO**

Date Approved **9/12/94**

Date Revised **8/20/98; 7/28/99; 3/27/01(D);**

4/7/03 (D); 7/17/06; 9/18/06; 12/18/06; 4/16/07;

12/15/08; 2/27/12

Policy Name **Lost Materials**

This policy applies only to materials owned by the Fayetteville Public Library.

1. For a lost item, the patron will be charged the publisher's/manufacturer's retail price of the item plus a non-refundable processing fee (see fee schedule).
2. When a patron pays for a lost item, late fees will not be assessed if paid before the account is turned over to a collection agency.
3. Payment refund may be given when requested by the patron if the following conditions are met.
 - a. Item must be in satisfactory condition for borrowing by others, e.g. new or like new condition with no writing/highlighting; containing a pristine book jacket, if applicable; showing little or no wear.
 - b. Refund amount will be the amount paid less the processing fee.
 - c. Item must be returned within three months of payment date.
4. When an item is returned with missing parts, a processing fee will be charged.
 - a. If the missing part is not returned, the cost of the part (if available for separate purchase) or the full price of the whole item plus a processing fee will be charged.
5. A patron may replace a lost item at the discretion of management and if all of the following conditions are met. The library reserves the right to refuse any replacement item.
 - a. Management approval.
 - b. The replacement item shall:
 - i. Have the identical ISBN or producer's identifying number, e.g. UPC, of the lost item.
 - ii. Be in the same format and edition as the lost item.
 - iii. Be in like new condition for borrowing by others- A copy that has been read, but remains in excellent condition. Pages are intact and are not marred by notes or highlighting. The spine remains undamaged.
 - c. Equipment DVD players or laptops are ineligible for replacement.
6. The library may turn over unpaid charges for lost materials to a collection agency.