

Section: Service

Subject: Overdue, Lost or Damaged Library Materials Policy

Effective Date: August 17, 1994 (Rev. 4/22/99) (Rev. 10/15/08) (Rev. 08/19/2009)
(Rev 08/19/15)

Summary: This document outlines the charges made to borrowers for their extended use of materials beyond the loan period transacted and for their loss of or damage to library materials.

Policy: Library materials belong to the community. To ensure that everyone has access to these materials, charges are assessed for late, damaged, and lost materials.

Overdue charges:

Overdue materials accrue a \$.30 fine per item per day, with a maximum fine of \$6.00.

Overdue notices are generated and delivered via e-mail when an item is 7 days overdue. Materials still outstanding after 30 days are assumed lost and a bill is sent to the customer via e-mail including the cost of the item.

Customers are responsible for paying charges incurred on their account. Customers with an account balance of \$25.00 or more will forfeit their right to borrow materials until the balance falls below \$25.00.

Small Balance Accounts:

Olathe Public Library contracts with Unique Management Services (UMS) to help recover materials and fines from customers with small balances. Customer accounts with balances between \$15.00 and \$24.99, unpaid for at least 30 days will be sent to UMS for generation of library notices. Customer accounts will be automatically charged a \$3.00 service fee.

Materials Recovery Accounts:

Olathe Public Library utilizes a materials recovery service to pursue delinquent accounts and contracts with Unique Management Services (UMS) for this purpose. Customer accounts totaling \$25.00 or more, unpaid for at least 30 days will be sent to UMS for materials recovery efforts. Customer accounts meeting this criterion will be barred and borrowing privileges are revoked until the total balance has been paid. A \$10.00 charge will automatically be added to the delinquent account.

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ILL Materials:

Materials borrowed from other libraries for Olathe Public Library customers are subject to the rules and regulations of the lending libraries, and any charges accrued from overdue or damaged materials will be charged to the borrower. The cost of lost materials will be non-refundable after the invoice is paid to the lending institution.

Lost or Damaged Materials:

A borrower is not liable for both an overdue charge and a replacement fee on an item. Overdue charges for lost or damaged items are waived if the borrower pays the replacement fee.

Borrowers seeking refunds for lost items which have been paid must return the item with the receipt. The maximum overdue fine of \$6 will be deducted from the refund.

Appointed staff will assess a charge for each library material that is damaged while checked out to library customers. Damaged materials fees apply to both borrowed materials and materials used in the library.

When library material is lost, a selector decides what to buy for a replacement.

Lost or Damaged Materials

Item can NOT be circulated.

Lost..... cost

Damaged beyond repair cost
(part missing, dog chewed, moldy, etc.)

Item can be repaired and returned to use.

Minor damage \$2.00-\$5.00
(cover damage, pages torn, etc.)

Missing parts See list next page

ADMINISTRATIVE POLICY MANUAL

Document Number: 30-000-01

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Material Type	Replacement Cost
A/V Case	\$3.00
A/V Case Artwork	\$2.00
/Books on CD (set or individual)	Cost of item
DVD	Cost of item
Plastic ILL Bag	\$3.00
Compact disc (music)	Cost of item
Inter-Library Loan Items	Invoiced Amount