

ITEM NUMBER: 10.27 a-b
CHAPTER 10: Circulation
CODE: Procedure
COMPUTER ID: CIUSE-8

Title:	Overdue, Lost or Damaged Library Materials
Effective Date:	11-24-86
Authorized By:	Library Director
Date of Last Revision:	11/2011

See also: ITEM NUMBER 10.10 Checkout Policies

FIRST NOTICE:

This notice is sent by WVLS during regular business hours (Mon.-Fri.), excluding holidays when:

- Interlibrary Loans, DVDs, Playaways, videogames, stories to go boxes, and artwork are overdue 2 days.
- All other materials are overdue 7 days.

FINAL NOTICE:

- This notice is sent 14 days later.
- If a customer returns the overdue items at this time, only the fine will be charged for each item.

BILL:

- The item is declared lost 35 days after the due date.
- The customer is billed for the cost of the overdue items.
- The bill informs the customer that their account will be sent to a collection agency when the customer owes \$75.00 or more and that a \$10.00 collection fee will be assessed at the time the account is sent.

CUSTOMER ACCOUNTS ARE BLOCKED FROM MATERIAL CHECKOUTS IF:

- Customer has \$10.00 in fines and/or lost/damaged materials.
- Customer has 25 or more items overdue.

CUSTOMER ACCOUNTS ARE BLOCKED FROM ELECTRONIC RESOURCES IF:

- Customer owes \$25.00 or more.

Accounts are reactivated when items are returned and the amount owed is less than \$10.00.

DAMAGED MATERIALS:

Customer is billed the cost of the material OR miscellaneous damage charges.

LOST MARATHON COUNTY PUBLIC LIBRARY MATERIAL FOUND:

- Once an item is lost and paid, customers will be reimbursed if the lost material is found and returned before it is withdrawn from our system (approximately 1 year). We will not accept the item after it is withdrawn.
- Once an item is lost and withdrawn from our system (approximately 1 year), the customer is responsible for replacement costs. We will not accept the item after it is withdrawn.
- Accounts with lost materials, returned before withdrawal, which have not been paid for, will be adjusted up to the maximum fine accumulation on date of return.
- Accounts with lost materials that have been paid for, and returned before withdrawal, will be reimbursed the paid amount of the material minus any daily fines due up to the maximum accumulation on date of return.
- The \$10.00 debt collection fee will not be reimbursed.

Customers will not be reimbursed the replacement cost for Interlibrary Loan items that have been lost, paid for and then found.