

# PORTSMOUTH PUBLIC LIBRARY SYSTEM

## 1.2 POLICY – Missing, Lost and Damaged Materials

Effective: 07-01-2014

**Purpose:** In the event library materials are misplaced, lost or damaged by patrons, the Portsmouth Public Library makes every effort to provide patrons adequate opportunity to resolve the fees associated with such occurrences.

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### **MISSING ITEMS**

Items are considered **MISSING** when one of two instances occurs:

1. Library Staff is unable to locate an item which under normal circumstances should be available for check out.
  2. A Patron returns an item without all the pieces associated with that item. These occurrences are include and are not limited to:
    - a. A DVD or Book on CD case returned without all its discs or booklets.
    - b. Juvenile read-along kits returned without all pieces.
    - c. Books returned without accompanying CD-ROMs.
1. Patrons are informed by phone, e-mail (if on file) or mail about the missing item.
  2. Missing items will remain checked out on the patron's account for 30 days. The amended due date will be 30 days from the date the item is returned without all its accompanying pieces.
  3. Patrons have 30 days from the date the missing item is considered **LOST** to return the item and to have the fees associated with that item removed from the account.
  4. If the missing item is not returned within 30 days of notification, the item will be considered **LOST**.
    - a. The patron will be charged the full amount of the item and a \$5.00 processing fee.
    - b. The patron will be notified about the charge by mail.
  5. Patrons are responsible for any overdue fines accrued.

### **LOST ITEMS**

Items are considered **LOST** when:

1. An item is returned without all its accompanying pieces and is not returned within 30 days.
2. An item is not returned after being overdue for more than 120 days. Patrons who check out an item without returning it will be assessed the replacement cost of the item, a \$5.00 processing fee and any overdue accrued fines.
3. A patron loses a Library item and notifies the Library. The patron will be charged the replacement cost of the item and a \$5.00 processing fee and any overdue accrued fines.

**The Library does not accept replacement items in lieu of payment for lost items. All Library transactions are final. Refunds are not issued if a patron pays for a lost item and then recovers the item.**

### **DAMAGED ITEMS**

Items are considered **DAMAGED** when unable to circulate because of poor condition. The Library makes every effort to note damage to items before patrons check out. If an item is checked out in good condition and then returned damaged, the patron will be charged the replacement cost of the item and a \$5.00 processing fee.

Replacement costs and processing fees will be charged for damage that includes but is not limited to:

1. Items returned without spine labels, barcodes, RFID tags, dust jackets, Book on CD sleeves, DVD holders, or any pieces of the item necessary for circulation.
2. Damage done to DVD cases, CD cases, Book on CD cases, spine labels, barcodes, RFID tags, dust jackets, Book on CD sleeves, DVD holders, or any pieces of the item necessary for circulation.

Patrons will be charged for damages and notified by mail about the charge for the damaged item.

**The Library does not accept replacement items in lieu of payment for damaged items. All Library transactions are final. Refunds are not issued if a patron pays for a damaged item.**