

Lindsborg Community Library

Overdue, Lost, and Damaged Material Procedures

Approved 10.25.22

Overdue Materials

Each week, Library Staff will run reports of all overdue items. After shelves are checked to make sure items are not in the Library, notifications will be sent to patrons as follows:

Stage 1 (7+ days)	text, email, or phone call as requested by patrons
Stage 2 (14+ days)	text, email, or phone call as requested by patrons
Stage 3 (28+ days)	mailed form letter
Stage 4 (60+ days)	mailed form letter

If items are returned, no fines are charged.

If a patron receives notification of overdue materials and claims that the items were either never checked out or were returned, the Library will use the "Claimed Never Had" or "Claimed Returned" options to remove the items from the patron's account and the items will be considered missing. Items missing in excess of 1 year will be considered lost.

Items not returned after all 4 stages of notification will be considered lost.

Lost Materials

Materials may be declared lost at the patron's request or after 60+ days overdue with no patron response. Patrons will be charged replacement costs and a \$5 processing fee for lost items.

Patrons with lost materials will not be permitted to borrow additional materials until the items are returned or fines are paid.

Damaged Materials

Damages to materials are to be expected as a part of library use. Because of this, no fines are charged for items that are damaged as a result of this normal cumulative use.

For slightly damaged items that can be repaired, no fines are charged.

For damaged items that cannot be repaired, fines equivalent to replacement costs are charged. An additional \$5 processing fee is also charged. Patrons with damaged materials will not be permitted to borrow additional materials fines are paid.

Extenuating Circumstances

The LCL Board acknowledges that circumstances can arise that require exceptions to the above procedures. As such, the Library Director is authorized to waive fines or negotiate continued use of the library account while in process of a payment plan. The Library Director will report all significant exceptions to the LCL Board at the next regular board meeting.