

## ***CIRCULATION POLICY***

### ***Damaged or Lost Materials***

Patrons are responsible for all materials checked out on their card, and are liable for any losses or damages that may occur to library materials plus a non-refundable \$5.00 processing fee per item. A notice of these charges will be sent to the borrower.

Library materials are considered damaged beyond use if the item(s) are returned with obvious signs of damage such as, but not limited to, the following:

1. Liquid damage
2. Torn covers or pages
3. Marked or underlined pages
4. Torn binding
5. Missing or damaged audiovisual materials

Library staff will make every effort to document any existing damage, however if a borrower discovers any pre-existing damage to items checked out, the borrower should notify library staff as soon as possible. Failure to notify the library of existing damage limits the borrower's ability to dispute charges for damaged materials.

All replacement items will be purchased by the C.A. Friday Memorial Public Library. Due to the nature and costs of processing, the library will not accept outside replacements. Exceptions may be permitted by authorized Collection Development selectors.

If the item that was lost and paid for is found and returned to the library in good condition within sixty (60) days from the date of payment, money paid for the lost item will be reimbursed minus the \$5.00 processing fee provided a receipt is shown by the patron or library records show proof of payment.

### ***Appeal of library charges***

Patrons who feel they have been charged unfairly or incorrectly will be asked to fill out an appeal of library charges form. A staff member will make a decision on the appeal and notify the patron by phone or in writing. If the patron is not satisfied, he or she may appeal the decision to the library director and ultimately to the Library Board of Trustees if necessary.