



Dare to know

Lost or Damaged Library Materials

General Responsibility

Materials owned by the Barton Library are public property. All patrons are responsible for the care of items checked out on their accounts. Patrons will be charged for any lost or damaged materials. If items are lost, borrowing privileges will be restricted on affected accounts.

Lost Items

- Items that are not returned within thirty (30) days after the due date will be marked as overdue or declared lost if reported by the patron.
- Patrons must pay for lost items based on their original cost, as recorded in the Library's circulation system.
- A receipt will be provided for any processing fees and replacement costs for lost items.
- Items will remain classified as lost in the Library's catalog for one year (365 days). Fees associated with lost items will remain on the patron's account until paid or until the account is deleted.
- If a lost item is found and returned within one year, the patron's account will be credited for the replacement cost of that item. Refunds will not be issued for items returned after one year.
- For lost Inter-Library Loan (ILL) items, replacement costs are determined by the lending library.

Lost Parts

- If parts of circulating items (such as book dust jackets, laptop bags, or charging cords) are lost, this prevents the Library from lending those items to other patrons.
 - Sets with missing parts will not be checked in until all pieces are returned, and penalties will accrue until all parts are returned.
 - Library staff will contact patrons by phone or email if parts are missing.
 - Items will be held for up to thirty (30) days from the due date to allow for the return or replacement of missing parts.
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- If the complete set is not returned or replaced within thirty (30) days from the due date, the entire item will be considered lost and charged to the patron's account.
- Patrons may be charged for the replacement of the entire item if individual parts cannot be replaced.
 - If replacement parts are available, patrons will only be charged for those costs.
 - Library staff will determine the possibility of replacement and inform the patron of any charges to their account.
 - Staff responsible for collection development will assess replacement costs, if applicable, and add those costs to the account.
 - Patrons will receive an email notification regarding the final cost.
- The Library does not accept replacements for lost or damaged parts of items. Patrons are required to pay for the original cost of the item or parts.
- Patrons may offer to pay for a lost item before it is officially declared lost.
 - Library staff can change the status of an item to lost and accept payment.
 - Staff will clarify that the patron will only receive a refund for the item cost, not for any processing fees.
- If a patron believes they may locate the item, staff may allow the patron to continue checking out materials while they search, up to 45 days past the due date.

Damaged Items

- Items that are beyond repair and cannot be lent out again are considered damaged. Examples of damage include offensive odors, water damage, stains, torn pages or covers, cracked or broken laptop screens, missing parts, or insect infestations.
- Patrons must pay for any items that are damaged while checked out on their accounts.
- Damage charges will vary based on the extent of the damage and the availability of replacements.
- Patrons may be charged for the replacement of the entire item if individual parts cannot be replaced.
 - If damaged parts can be replaced, patrons will only be charged for those costs.
 - Replacement options depend on the vendor of the item.
 - If replacement costs are viable, charges will be applied to the patron's account.
 - Library staff will notify patrons by email of the charges incurred.
- If a patron presents print material of the same title and edition in new or excellent condition, the Library may accept this as an exchange for the damaged item's cost.
 - Inter-Library Loan (ILL) materials that are not owned by the Library are not eligible for this option.
- Patrons must pay for the original cost of any items damaged while checked out on their accounts. This cost is recorded in the Library's catalog system.

- Receipts will be provided for any replacement costs and processing fees related to damaged items.
- Patrons may keep the damaged item if desired.

Contact(s): Director of Library and College Archives

Related Forms:

Relevant Guideline(s) or Plan(s): [Circulation Guidelines](#); [Suspension of Library Privileges](#)

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