

Lost or Damaged Materials Policy

Lost Materials: The patron is responsible for all materials borrowed on his or her card. The charge for lost materials is the full replacement price of the item. If an amount is not recorded, the following charges are used:

Fiction (hardcover): \$25 or current replacement cost	Nonfiction (hardcover): \$25 or current replacement cost
Fiction (paperback): \$5 or current replacement cost	Nonfiction (paperback): \$10 or current replacement cost
DVD, single movie: \$20 or current replacement cost	Videogame: \$20 or current replacement cost
DVD series: \$50 or current replacement cost	Music CD: \$15 or current replacement cost
Audiobooks: \$25 or replacement cost	Magazines: \$5 or current replacement cost

When a patron has a "lost" item, full payment is required to restore borrowing privileges. Refunds for the replacement cost of lost materials may be made up to 1 month after you have paid for the item. If you find lost books & materials, return them as soon as possible.

Damage Assessments: Patrons are not charged for the normal wear and tear of materials. If an item has been damaged due to misuse or neglect:

Examples include, but are not limited to, evidence of chewing, evidence that liquids or food have been spilled on the item, an item that is damp, an item that has been defaced, and items with pages cut or torn out, etc. For audio/visual materials, examples include an item that has melted or been severely scratched. Material that is no longer usable is **full replacement price** (examples: water damage, mold, drink spills, bite marks that tear pages, crayon marks, etc.)

If a patron pays for an item in full, the item becomes the property of the patron.

Replacement Packaging: The charges for replacement of cases, packages and bags are set to cover the average cost of such packaging. The Library will absorb differences in the cost of replacing such materials due to the difficulty of addressing most individual situations. The following charges apply:

DVD case or CD jewel case: **\$3**; Front and back covers for movies: **\$1.50**

Audiobook case or software case: **\$3**; Front and back covers for audios: **\$1.50**

Multi-disc CD case or multi-audiobook case: **\$3**; Front and back covers: **\$1.50**

Barcodes: **\$.50**

Some packaging may be unique to the item or a special order for the Library. In such instances, circulation staff should contact Technical Services to determine a current replacement cost.

Replacement Items: On a case by case basis, patrons may be allowed to replace lost or damaged items in lieu of payment by purchasing the same exact item the library owned somewhere else. Decisions about replacement items will be made at the discretion of the director. Appeals may be made by appointment to the Board of Trustees.

Appeals: GCPL considers all legitimate concerns about library fees. Reasons that DO NOT constitute for appeal are:

- Lack of knowledge of library policy
- Disagreement with library fee structure
- Inability to pay fees
- Unwillingness to take responsibility for material loaned to a third party
- Forgetting the due date

- Non-receipt or untimely receipt of library notices
- Being out of town

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