

LIBRARY MATERIALS DAMAGE FEE POLICY

Library Staff members have a responsibility to charge for damage when they are certain that the customer is responsible for the damage, and certain that the material would not have been checked out to that customer in the damaged condition. If the staff members have any doubt whether the customer is responsible for the damage, then the customer will **NOT** be charged.

The customer will be charged fees for damage if an item requires any repair, except for rebinding and normal wear. Examples of such conditions include:

- Missing barcode
- Damage to one page
- Dirty/torn book jacket

The customer will be charged \$4.00 if an audio disc/ DVD must be repaired. Examples of such conditions include:

- Cracked or broken cases
- Missing DVD or CD cases
- Lost/damaged toy/puzzle bags

If an item cannot be repaired and it is in too poor a condition to circulate, then the full price of the item will be charged. Examples of such conditions include:

- Stained throughout, or so that print is affected
- Moldy
- Swollen from water or other liquid

Replacement in kind: We discourage the use of replacement-in-kind when an item has been damaged. If a customer asks whether we do this, staff should say that we prefer not to do so. However, if a customer indicates that he/she has already gone to the effort of purchasing a new item for this purpose, staff should ascertain that the item matches that which was checked out, then waive the damage charge.

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