

## **Damaged and Lost Items Policy**

*Effective April 1, 2021*

Patrons of the Yankton Community Library are responsible for the return of any items in the same, fair condition as originally loaned to them, as agreed when registering for a library card.

### **Damaged Items**

It is recognized that library materials age rapidly with repeated use and that some deterioration and damage in use is unavoidable. Library staff will attempt to record this deterioration on the title page/case of each item along with dates. When damage exceeds normal “wear and tear,” the patron will be held responsible at the library’s discretion.

Damage may include, but is not limited to:

- Torn or mutilated pages or cover
- Broken spines
- Pages missing or folded
- Pages colored/marked/underlined/highlighted
- Liquid spills and stains
- Pages sticking together
- Mold or smell
- Broken cases
- DVD or CDs that are broken, cracked, scratched or rendered unplayable

### **Lost Items**

An item is considered “lost” when it is fifty days overdue. If the item is not returned, the patron is responsible to pay the replacement cost. If the item is returned in good condition the replacement cost is waived.

### **Replacement Items**

With the library’s prior permission, the patron may choose to buy a replacement item rather than pay a replacement fee. The title must be a new and exact replacement. In this case, a \$5.00 processing fee will be charged to the patron.

### **Repair and Replacement Costs**

In some cases, repair or replacement of certain parts can be accomplished and the patron will be charged for only those parts. If the item is lost or is not repairable, the patron will be charged the replacement cost. Overdue fines on lost or damaged items will be waived. The patron can inspect or pick-up damaged material at the library for thirty (30) days from the date of the billing letter. After that time, regardless of whether the fines and fees have been paid, the material will be discarded. Patrons paying the fines and fees for damaged materials within the 30-day period may have the damaged material.

Item	Replacement Cost
Books, CDs, DVDs, audiobooks, book bags, kits	Amount as listed in item holding record *If the item is more than 2 years old or has had more than 10 checkouts, half the amount of listed price will be charged.
Lost or damaged AV equipment	Current replacement cost
Lost or damaged magazines	\$5.00
DVD/Music CD Case	\$1.00
CD Book Case	\$5.00
Barcode	\$1.00
Cover insert for a movie or audiobook	\$1.00

**Refunds**

If a lost item is returned in good condition within one year of replacement payment, the patron may request a refund. The patron must present a receipt or a check proving payment was made. Patron and staff will fill out a refund form to be submitted to the City for processing. Once approved, the patron will receive a check in the mail from the City of Yankton in the amount of the fee paid minus a \$5.00 processing fee per item. This process may take up to 6 weeks.