

ITEM NUMBER: 10.27 a-b
CHAPTER 10: Circulation
CODE: Procedure
COMPUTER ID: CIUSE-8

Title:	Overdue, Lost or Damaged Library Materials
Effective Date:	11-24-86
Authorized By:	Library Director
Date of Last Revision:	6-2013

See also: ITEM NUMBER 10.10 Checkout Policies

FIRST NOTICE:

This notice is sent by WVLS during regular business hours (Mon.-Fri.), excluding holidays when:

- Interlibrary Loans, DVDs, Playaways, videogames, stories to go boxes, and artwork are overdue 2 days.
- All other materials are overdue 7 days.

FINAL NOTICE:

- This notice is sent 14 days later.
- If a customer returns the overdue items at this time, only the fine will be charged for each item.

BILL:

- 35 days after the due date the customer is billed for the cost of the overdue items.
- The bill informs the customer that their account will be sent to a collection agency when the customer owes \$75.00 or more and that a \$10.00 collection fee will be assessed at the time the account is sent.

CUSTOMER ACCOUNTS ARE BLOCKED FROM MATERIAL CHECKOUTS IF:

- Customer has \$10.00 in fines and/or billed/damaged materials.
- Customer has 25 or more items overdue.

CUSTOMER ACCOUNTS ARE BLOCKED FROM ELECTRONIC RESOURCES IF:

- Customer owes \$25.00 or more.

Accounts are reactivated when items are returned and the amount owed is less than \$10.00.

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DAMAGED MATERIALS:

Customer is billed the cost of the material OR miscellaneous damage charges.

LOST MARATHON COUNTY PUBLIC LIBRARY MATERIAL FOUND:

- Once an item is billed and withdrawn from our system (approximately 1 year), the customer is responsible for replacement costs. We will not accept the item after it is withdrawn.
- Accounts with billed materials, returned before withdrawal, which have not been paid for, will be adjusted up to the maximum fine accumulation on date of return.
- The \$10.00 debt collection fee will not be reimbursed.

Customers will not be reimbursed the replacement cost any items that have been lost, paid for and then found.