

Policy 2.11: Lost or Damaged Items

Adopted 4.10.25, revised 7.10.25 by Board Motion to remove all current and future IADL \$5.00 processing fees, amended 6/11/2026

Purpose: The purpose of this policy is to provide the following:

- **Fairness:**

It provides a clear system for handling lost items, ensuring all users are treated equally and understand their responsibility if they lose something.

- **Financial protection:**

By requiring users to return lost items, the organization can mitigate financial losses due to missing inventory.

- **Inventory management:**

It helps maintain accurate records of available materials by tracking lost items and initiating replacement procedures.

- **User awareness:**

Clearly communicating the policy to users encourages them to take proper care of borrowed items and report losses promptly.

LOST ITEMS:

The timeline for a book going to LOST is as follows:

Initial Checkout	21 days or 3 weeks
Renewal (Automatic if patron does not remember)	Additional 21 days from date of renewal
Checkout Privileges Are Suspended: Item is considered Overdue and borrowing privileges are revoked until item(s) are returned.	• When 2 items or more become overdue on patron's account or • Any single item is 25 days overdue (considered long overdue)
ITEM GOES TO LOST IN HORIZON: 1) The replacement cost of the book is added to the patron's account 2) If the replacement cost of the book/books is larger than \$24.99, the account will be sent to collections.	• Day 56 overdue (8 weeks overdue) or • 14 days after money gets charged to the account

The Library is not required to send notices for lost or damaged materials, and failure to receive a notice does not relieve the borrower of responsibility to return materials when due.

REFUNDS:

The District shall offer a **full refund** to the patron when:

A person pays for a lost item **before** Horizon automatically marks the book as LOST (56 days overdue) and returns the item within **30 calendar days** from which the item was paid. The patron **MUST** provide proof of payment.

- At day 31, if the item has not been found, the credit on the account will be removed, there will be **no refund** and patron may keep the book.

1) The book is found on the shelf **AFTER** the book has gone to lost.

****The municipality where the book was found will incur an invoice to remit payment to the District for any fees the DISTRICT accrues because of the branch's oversight.****

These fees can include repayment for the following reasons:

- a) The District's repayment to the lending library if the book is from a different library system.
- b) Repayment cost for item being submitted to Unique Debt Collection Services

DAMAGED ITEMS:

Assessment of fines associated with damaged items lies solely with the District Director upon evaluation of the item(s).

REPLACEMENT:

Replacement of a lost book with the purchase of a new book by the patron will be considered **ONLY** on a case-by-case basis. The patron or borrowing library representative must discuss this with the District Director prior to the book being submitted as repayment.