

## **Lost or Damaged Material Replacement Policy**

Library materials must be returned in good condition. At the discretion of the Library Director, replacement and processing fees will be assessed to a borrower account for items returned with damages. Damage includes but is not limited to:

- Water damage
- Burned or ripped covers, cases or pages
- Ripped or removed labels or barcodes
- Dirt, sand, food or other substances adhered to materials
- Highlighting or underlining of text
- Bed bugs or other pests

Repairing a Damaged Item:

A \$2.00 processing fee will be assessed for each item returned with a missing/damaged barcode or spine label.

TCHRTL staff will determine if a damaged item can be repaired. If a repair can be made a \$4.00 mending fee will be charged.

Replacing a Lost or Damaged Item:

Patrons may pay for the item by paying the cost listed in the library's database plus a non-refundable \$1.00 processing fee for the item.

Patrons may purchase a replacement for the item that was lost or damaged. A non-refundable \$1.00 processing fee will be due with the replacement.

Replacement copy must be new. Used copies will not be accepted.

Replacement copy must be an exact match for the item that was damaged.

Adopted: 3/17/16

Revised: 8/19/21