

# CUSTOMER POLICIES

## OVERDUE, LOST, DAMAGED OR STOLEN LIBRARY MATERIALS

### Board Policy:

**DATE REVIEWED: 01/26/2023**  
**DATE APPROVED: 01/26/2023**  
**EFFECTIVE DATE: 03/01/2023**  
**REPLACING POLICY EFFECTIVE: 01/01/2017**

Customers who borrow library materials and do not return or damage them are required to reimburse CML for the cost of their replacement. CML will negotiate the amount owed for materials lost as a result of theft or other hardship. CML may contract with a third party to recover long overdue materials and fees. Fees resulting from referral to a third-party recovery service are passed on to the customer. CML follows all applicable bankruptcy laws for accounts with overdue materials and fees.

### Administrative Procedure:

**DATE REVIEWED: 01/26/2023**  
**DATE APPROVED: 01/26/2023**  
**EFFECTIVE DATE: 03/01/2023**  
**REPLACING POLICY EFFECTIVE: 01/01/2017**

#### A. Overdue Materials

Customers who have long overdue materials will have some of their cardholder access suspended, including the ability to borrow physical materials. Materials become long overdue 21 days after their due date. Cardholder access is reinstated when the long overdue materials are returned or renewed.

#### B. Lost or Damaged Materials

Customers who do not return items they have borrowed will be required to reimburse CML for the cost of replacement. The replacement charge for unreturned library materials is the list price as cited in CML item records and is charged to the customer's account when the materials are 35 days overdue.

Customers who pay for lost items and then locate and return the lost items to CML within 30 days of payment will receive a refund of the replacement charges paid.

Customers who damage items they have borrowed will be required to reimburse CML for the cost of replacement (the list price as cited in CML item records). The damage and charge will be assessed at the location where the items are returned. The customer may keep the damaged material after paying the replacement costs.



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Employees will assess the level of damage and determine whether the item can be circulated again. Items that are determined not suitable for circulation will result in the customer being charged the replacement cost for those items. Because normal wear and tear often results in broken audiovisual cases, torn book covers and other incidental damage, customers will not be charged for minor damages or damages related to repeated use.

Customers owing more than \$10 in replacement costs or other fees will have some of their cardholder access suspended, including the ability to borrow physical materials, until the balance owed is \$10 or less.

Customers who check out materials that have come from CML partner libraries via SearchOhio, OhioLINK or Interlibrary Loan will be assessed fees for lost or damaged materials in accordance with the policies of the library that owns the materials.

## C. Stolen Materials and Other Hardships

Employees are expected to use appropriate judgment to support CML's mission by waiving replacement costs when there is sufficient evidence items were stolen, lost or damaged due to fire, flood, eviction or a similar hardship. Employees should follow guidance in relevant service expectation documents and/or consult with management to make these decisions and to document action taken.

## D. Materials Recovery

Customers referred to a third party to recover long overdue materials will be assessed a processing fee according to the "Fees for Library Materials and Services" policy. Referrals are made when customers fail to return materials valued at \$25.00 or more and when those materials have been overdue for over 70 days.

## E. Bankruptcy

The manager of Main Library's Circulation division or designee is authorized to restore privileges and/or revise customer records due to bankruptcy. Any documentation received regarding bankruptcies should be referred to the manager of Main Library's Circulation division.

In accordance with the United States Bankruptcy Code, customers whose borrowing privileges have been suspended, and who provide CML with a "Discharge of Debtor" notice from the United States Bankruptcy Court, shall have the replacement costs and/or materials recovery fee waived.



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## Related Policies/Forms:

- Cardholder Registration and Account Access
- Fees for Library Materials and Services
- Loan Period for Library Materials