LIBRARY POLICY: CI-17

EFFECTIVE DATE: July 1, 2010 (Supersedes 11/07/05)

SUBJECT: Replacement of Lost or Damaged Library Materials with an Identical Item

POLICY:
The Library will no longer accept a replacement copy of a lost or damaged item in lieu of the replacement cost and processing fee of the item.

In the case of lost or damaged materials, there is a replacement cost for the item and a processing fee for handling. The processing fee is defined in the current City of Sunnyvale Fee schedule. For lost material, if the item is returned within six months of payment, the replacement cost, less the processing fee may be refunded. If the lost material is found and returned after the lapse of six months, there is no refund. Un-resolved bills for the replacement of lost or damaged items may result in referral to a collection agency.

PREPARED BY: Ellen Giarrizzo April 23, 2010
(Date)

This policy was approved on 05/04/10 and is to be included in the Department Operations Manual.

Lisa G. Rosenblum
Director of Libraries