



## **Lost and Damaged Materials Policy**

### **Lost items owned by the Morton Grove Public Library**

- Items are marked and billed LOST at forty-five (45) days overdue or upon notification by the patron.
- After an item is marked and billed as LOST, patrons have fourteen (14) days to return the item or reimburse the Library for the cost of the item.
- If an item is not returned within those fourteen (14) days, patron accounts are sent to the Library's materials recovery service and assessed a non-refundable processing fee.
- If the LOST item is located and returned within three (3) months of the billed LOST date or the date of patron reimbursement to the Library, the replacement cost will be waived or refunded to the patron.
- Patrons are charged the Library's replacement cost of the item as shown in the catalog database.
- Overdue fines associated with lost items will not be refunded.

### **Damaged items owned by the Morton Grove Public Library**

- Patrons are charged the Library's full replacement cost of the item as shown in the catalog database if an item is determined to no longer be suitable for use.
- Damaged items will be evaluated on a case-by-case basis by the Access Services Manager or their designee.
- Once withdrawn from the collection, and at the patron's request, damaged material that has been paid for in full may be returned to the patron.

### **Lost / Damaged Items owned by other libraries (Interlibrary Loan Material)**

- Patrons are charged for lost / damaged interlibrary loan materials as determined by the loaning library.
- The Morton Grove Public Library does NOT determine this cost and does not have the authority to waive or reduce these charges.