Policy Name  **Lost Materials**

This policy applies only to materials owned by the Fayetteville Public Library.

1. For a lost item, the patron will be charged the publisher's/manufacturer's retail price of the item plus a non-refundable processing fee (see fee schedule).

2. When a patron pays for a lost item, late fees will not be assessed if paid before the account is turned over to a collection agency.

3. Payment refund may be given when requested by the patron if the following conditions are met.
   a. Item must be in satisfactory condition for borrowing by others, e.g. new or like new condition with no writing/highlighting; containing a pristine book jacket, if applicable; showing little or no wear.
   b. Refund amount will be the amount paid less the processing fee.
   c. Item must be returned within three months of payment date.

4. When an item is returned with missing parts, a processing fee will be charged.
   a. If the missing part is not returned, the cost of the part (if available for separate purchase) or the full price of the whole item plus a processing fee will be charged.

5. A patron may replace a lost item at the discretion of management and if all of the following conditions are met. The library reserves the right to refuse any replacement item.
   a. Management approval.
   b. The replacement item shall:
      i. Have the identical ISBN or producer’s identifying number, e.g. UPC, of the lost item.
      ii. Be in the same format and edition as the lost item.
      iii. Be in like new condition for borrowing by others- A copy that has been read, but remains in excellent condition. Pages are intact and are not marred by notes or highlighting. The spine remains undamaged.
   c. Equipment DVD players or laptops are ineligible for replacement.

6. The library may turn over unpaid charges for lost materials to a collection agency.