



## Policy for the Replacement of Lost Materials

### 1.0 Policy Statement

When a patron has lost a book, CD or DVD, Eastern Counties Regional Library (ECRL) will accept **a replacement copy of the identical item only** in lieu of payment for the lost item.

However, the additional \$5 dollar processing fee will still be charged to the patron for the lost item as it is required to pay for processing costs. These processing costs include but are not limited to: a new barcode sticker, a new card and card pocket, spine labeling, date due slips, staff time and etc.

The replacement copy must be in good condition (no rips, tears, cracked spines, visible damage or visible scratches for CDs or DVDs).

Condition is to be determined by **designated ECRL staff** working at the Headquarters location. Branch staff may accept the item from the patron with the understanding that the patron will be notified should it be determined that the item is not in the appropriate condition for public library circulation.

### 2.0 We Cannot Accept Non-Identical Items of Equal or Greater Value

The challenges of collection development and management are such that ECRL cannot accept non-identical replacement items of equal or greater value for lost materials for many reasons. These reasons may include but are not limited to the following:

- The purpose of replacing lost items is to ensure that other patrons have the opportunity to read or view the material that was lost.
- Other patrons are waiting for lost materials and the items will have to be replaced to satisfy these requests.
- The library collection must be viewed as a whole: many books are part of a series and films are often sequels and the loss of such items will diminish the value of the related materials. To maintain the benefit to everyone in the community of related materials, lost items will have to be replaced.



## **Policy for the Replacement of Lost Materials**

- The library is has limited funds and requires the money to purchase the lost item.

### 3.0 Complaints

Complaints regarding the enforcement of this policy should be directed to the attention of the Chief Librarian through ECRL Headquarters.

Thank You