

SAUK CITY PUBLIC LIBRARY

515 Water Street
Sauk City, WI 53583

Refunds for Lost Materials Payments

EFFECTIVE DATE: November 11, 2013

AUTHORIZED BY: Sauk City Library Board

DATE OF LAST REVIEW:

Approved _____

A. Purpose

The Sauk City Public Library believes patrons are entitled to a refund if a lost and paid item is recovered in a timely manner.

B. Policy

To be eligible for a refund, materials must be returned in good enough condition to be added back into the library's circulating collection.

Patrons who have paid for a book believed to be lost will be reimbursed 90% of the amount paid if the book is returned within six months from the time of payment. The full amount will not be refunded in order to cover the cost of preparing the item for circulation after it has been removed from the system. Any physical damages to the item caused by the patron will be assessed and damage fees will be subtracted from the total refund amount.

If the amount to be refunded is less than or equal to \$10, staff will reimburse the patron from petty cash. If the amount is greater than \$10 the refund will be authorized at the next regular Board Meeting and a check will be mailed within 5 days of that meeting.