

## James L. Hamner Public Library Policy: Overdue & Lost Item

### Overdue and Lost Item Policy

This policy section is to guide and inform about the principles upon which the library handles overdue and lost items.

It is the borrower's responsibility to return items by the due date. When an item is overdue, no penalty fees will be assessed.

Once an item(s) is 90 days past due, it will be considered "lost," and the patron account will be suspended for borrowing materials. Access to Library computers, wi-fi, print services and other in-house Library services such as programs, will not be impacted by a delinquent borrower account.

When an overdue item(s) is considered lost (past 90 days overdue), the patron/borrower will be mailed an invoice for the replacement cost of the item(s). After the written notification, borrowers have 30 days to return or replace lost item(s). (See Code of Virginia **§42.1-74. Failure to return book or other library property.**)

The replacement cost of materials will be the publisher list price for each item, plus a \$2 processing fee for each item. The list price for all materials will be recorded in the catalog record at the time of acquisition.

Patrons may replace lost items with purchased items if the items are in like-new condition and of the same or better construction as the lost item. At the discretion of the library director, a different title or format (e.g., paperback instead of hardcover) may be accepted as a substitute.

If a borrower returns an item after the replacement costs have been paid or a replacement given to the Library, the borrower may keep the lost item. No refunds will be given unless the replacement charge was made by a Library error.

### Amnesty Days

The library director may, at their discretion, announce an amnesty event for lost items no more than once per year.