Damaged Materials

Overview: This policy exists to outline a standard definition and procedure for damaged materials.

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A. Definitions.

Examples of damaged Library materials include, but are not limited to:

- Missing pages or inserts (such as discs)
- Broken spine
- Dried water stains
- Pen or highlighter marks
- Torn covers
- Scratches (discs)
- Mold
- Bugs

Expected wear from normal use is not considered damage.

B. Policy.

Library patrons are responsible for returning Library materials in the same condition as when checked out. When items are returned in damaged condition, the Head of Access Services will assess charges according to the following general guidelines:

1. If the item is damaged beyond repair and will be withdrawn from the system, the charge will be cost of the item with a processing fee of $10.
2. If the item is damaged but can be rebound or repaired (e.g., cover is damaged but no damage to print), the patron is responsible to pay for rebinding or repairs. The average charge is $10 but varies depending on the specific item. No processing fee applies.

C. Process/Procedure.

The Access Services department will use the following procedure for materials returned in damaged condition:
1. The student assistant will check the item in, write down the name of the patron, and give the item and patron information to the Head of Access Services.
2. The Head of Access Services will assess the damage and place a fine on the patron’s record with the amount due. The patron will be notified of the amount by email.
3. The Head of Access Services will transfer the damaged item to Technical Services. The appropriate subject librarian will determine whether the item will be repaired, rebound or withdrawn.

D. **Contact Information.**

Questions or concerns should be directed to the Head of Access Services.

*This policy was reviewed and approved by the university librarians on February 28th, 2013.*