



## **JB Andrews Library Policy: Overdue/Lost/Damaged/Destroyed Library Material 1 Jun 2022**

1. This policy established written policy and procedures for overdue/lost/damaged/destroyed library material in accordance with the requirements of DAFI 34-101 17.17 (7 March 2022).
2. The policy and guidance set forth is applicable to all JB Andrews (JBA) Library patrons.
3. DAFI 34-101 17.17 identifies a patron must replace or reimburse the library for lost, damaged, and destroyed material. Our goals in enacting this policy are to ensure library material is properly accounted for and made available for use on an equitable basis.
  - a. To maintain accountability, we rely on friendly, courteous, timely, and solution-oriented communication with patrons, their dependents, and, if needed, the sponsor's chain of command.
  - b. To maintain equitable access, we strive for prompt resolution of overdue material, ideally by returning the material to circulation or by replacing or paying for the material with minimal delay.
4. The first step in accountability is the timely notification of discrepancies. Library staff will not renew overdue material until notified by or directed by the patron nor will they interrupt the notification procedures outlined below.
  - a. Patrons are responsible for renewing their borrowed material via the online public access catalog (OPAC), by calling or visiting the library, or by email.
  - b. Patrons are responsible for ensuring their contact information in their library records is current and accurate.
  - c. When material becomes overdue, library staff may suspend the patron's privileges.
  - d. The library staff may take other actions to ensure overdue material is returned, paid for, or replaced.
  - e. Since email provides efficient, timely, cost-effective, and self-documenting communications, all overdue notices will be sent by email.
    - i. E-mail notices are a courtesy; non-receipt of email notices does not waive your library account obligations.
    - ii. The library's integrated library system (ILS) sends a pre-notice two days prior to the due date.
    - iii. The ILS sends an overdue notice when material is approximately one week overdue, two weeks overdue, and three weeks overdue.
    - iv. When material becomes three weeks overdue, the ILS changes the status of the material to lost, and assesses a cost for each item.
    - v. Library staff will attempt to contact each patron with material three weeks or more overdue by phone or email. If contact with the patron or prompt



resolution of the overdue material cannot be made, the matter will be forwarded to the patron's chain of command, if applicable.

- f. If material is returned damaged or incomplete, the material is deemed not suitable for circulation and will not be checked in. The library staff will contact the patron to inform them of the issue (damaged noted or missing components) and the steps to resolve the issue. If the missing components cannot be found or if the components or material are damaged, the library will provide a replacement cost and/or replacement procedures. All other notices and actions will continue as scheduled.
  - g. The patron's privileges may be restored when all overdue materials are returned, and all fees are paid. The library staff reserves the right to place restrictions on repeat or extreme offenders. Accounts referred to the Accounting Department will have borrowing privileges deactivated for an undetermined amount of time.
5. Missing/Claims Returned Procedures: If a patron claims material has been returned, but the material cannot be located, the patron's word can be accepted. If the patron's word is accepted, the material will be discharged from the patron's account and its holding location changed to missing. Material listed as missing for over one year will be removed from the ILS and library inventory.
6. Lost/Damaged/Destroyed Material: Patrons can pay for lost, damaged, or destroyed material or by replacing the material with the same title (or one selected by a library staff member). Please ask a staff member for the replacement procedures. Replacement cost of the material is the current cost of the material—depreciation for the material is not allowed. A refund may be authorized if a patron pays for an item and subsequently finds that item, provided that item is returned within 15 days of payment.