



## **Palos Park Public Library Damaged Library Materials Policy**

Palos Park Public Library charges fees when library materials are returned in a damaged condition. Damaged materials are assessed by staff responsible for quality control and materials management. Patrons are billed for a full replacement cost plus a processing fee, depending on the extent of the damage. A new replacement copy purchased by the patron may be given to the library in lieu of payment. Items damaged from another library may be billed to the patron's account to the discretion of the owning library.

If materials appear damaged upon check-out, library personnel note the damage and the date of discovery in borrowing records. It is highly recommended that patrons point out suspected damage to library staff at the time of check-out.

### **Damaged Materials**

Patrons are not charged for normal wear and tear on library materials. However, the following conditions do not constitute normal wear and tear and may result in repair or replacement charges:

- Water or mold damage.
- Dirt, sand, food, or other substances adhered to the material.
- Missing, torn, or cut pages and covers.
- Highlighting or marking text with pencil, ink, or marker.
- Graffiti on material.
- Cracked or broken cases.
- Bed bugs or other pests.
- Broken electronic devices.

(See Hotspot, SilverSpot, and Roku lending policies)

### **Repair and Replacement Costs**

Repair costs are at the discretion of library personnel and are determined based on the circumstances of each case.

If library personnel conclude library material is irreparable and must be withdrawn from the library's collection, patrons are charged the replacement costs. In most cases, replacement costs are listed on the bibliographic record for the item when it was purchased, plus a \$3 non-refundable processing fee.

### **Damaged or Lost Pieces**

Many materials in the library have multiple pieces, such as educational kits, DVDs, audiobooks, and electronic devices. It is the patron's responsibility to return all pieces. If an essential piece is broken or lost, Palos Park Public Library will charge the patron for the repair or for the replacement cost of the piece. Essential pieces are those that are necessary for materials to be usable or educationally meaningful.

If the item requires an essential piece and that piece is lost and not replaceable, the patron will be billed for the replacement cost of the entire item. For example, parts of audiobooks are often very hard to replace, and a new audiobook must then be purchased.

Replacement or repair costs are at the discretion of library personnel and are determined based on the circumstances of each case. Patrons are generally charged for repairs to equipment at cost and for replacement pieces at retail price.

Items are thoroughly checked by library personnel upon each return, so missing or damaged pieces will be billed to the last borrowing patron upon discovery. It is highly recommended that each patron verify that all pieces are present upon check-out and return.

Approved by Board of Library Trustees  
February 16, 2022