



Tablelands Regional Library Service

Lost & Damaged Items Policy

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1. POLICY INTENT

To define the policy regarding lost and damaged Library items.

2. SCOPE

This policy applies to all members of the Tablelands Regional Council Library Service

3. POLICY OBJECTIVES

The objective of this policy is:

- to ensure that the cost of replacing lost and damaged Library items is recouped by the Library

4. POLICY STATEMENT

4.1 Responsibility

- Library members are responsible for all items on their membership card, and therefore, for any costs associated with lost or damaged Library items.
- If the invoiced amount for a lost or damaged item is not paid within the specified period, the borrower will be unable to borrow further items until the replacement costs are paid in full.
- The nominated parent, guardian or carer for a minor (member under the age of 18 years), is responsible for any costs associated with lost or damaged Library items that have been issued on the minor's card.

4.2 Replacement cost

- The replacement cost for an item is the cost noted on the Library's database.
- An administration fee will also be charged. This fee is listed on the council's schedule of Fees and Charges

4.3 Non-Refund of Monies Paid

- If a lost item/s is found within six (6) months of a replacement payment, a refund will given upon presentation of the receipt or confirmation on the library management system of the payment .

- The item must be in good condition
- The administration fee will not be refunded

5. ASSOCIATED DOCUMENTS

- Tablelands Regional Library Service Membership Policy
- Tablelands Regional Library Service Borrowing and Returning Library Items
- Tablelands Regional Library Service Code of Conduct Policy
- Tablelands Regional Library Service Inter Library Loans Policy

6. REVIEW

It is the responsibility of the Coordinator Libraries to monitor the adequacy of this policy and recommend appropriate changes. This policy will be formally reviewed every three years or as required.

7. DISTRIBUTION REGISTER

Date	Issue No.	Copy No.	Issued To	Copy Type

This policy is to remain in force until otherwise determined by Council.