OVERDUE AND DAMAGED MATERIALS

When books are returned overdue, a fine of $0.10 per day per book will be charged. This fine also applies to magazines, pamphlets, records, books on tape and compact discs. Videos have a fine of $1.00 per video per day.

Patrons with outstanding fines of $5.00 or more are not allowed to check out library materials.

Patrons with overdue materials will be notified by mail or e-mail after materials are 7 days overdue. These patrons will be blocked from checking out additional materials.

Maximum fines are:

$2.00 for paperbacks.
$5.00 for juvenile materials.
$10.00 for adult materials.
$5.00 for videos.
Issue Price for magazines.

DAMAGED MATERIALS

When a patron returns library materials that are damaged and/or unsuitable for circulation the patron will pay the full cost for the item(s) to purchase a replacement. The term damaged can mean, but is not limited to the following conditions: physical damage, water damage, mold or mildew, or an infestation of insects or other vectors.

Patrons that return books that are infested with insects, vermin or other vectors will have their borrowing privileges suspended until they provide evidence that the infestation has been eliminated.
Patrons that have been banned owing to materials being returned infested by vermin or vectors.

Patrons who have had Library privileges suspended under 3.5 Materials Returned Late, Damaged or Lost Policy may request reinstatement upon the ability to demonstrate that the situation that resulted in loss of privileges has been resolved.

For reinstatement requests relating to suspensions due to pest infestation, decisions will be made based upon evidence showing that the address in question has been inspected with no sign of infestation or that the residence has been treated. Confirming information may include copies of receipts for treatment, a letter from a licensed pest control company or a written statement from the owner or property manager of a multi-family rental residence. In some circumstances, proof of a change of residential address may also be accepted.

A vector is defined as an insect or other organism that transmits a pathogenic fungus, virus, bacterium, etc.

LOST AND PAID MATERIALS

Customers are required to pay for damaged and lost library materials. Patrons may replace items they have lost or damaged with an exact duplicate (format and title) in lieu of payment for material. Replacement must be new. Audio Books may not be replaced.

When a customer pays for a damaged item the customer then owns the item and may keep it.

A customer may receive a refund of monies paid for a lost item, provided the following conditions are met:

- The found item is returned in sound condition and can be returned to the library’s collection. No refunds will be given for items, which cannot be returned to the collection.
- The found item is returned to the library in no more than 30 calendar days after the customer paid for the item. Items found and returned after 30 calendar days will not be eligible for a refund and become the property of the customer.
- The customer must present the original receipt showing that he/she paid for the item when it was assumed to be lost. No refunds will be given without original receipt.
- The customer’s refund, less the $5.00 restocking fee, will be mailed by Rockingham County.

CLAIMS RETURNED

Patrons may make a “claims returned” statement when they feel confident they returned library materials but the materials cannot be found on the library shelves. A patron may “claims returned” a maximum of 5 items.
Filing a “Claims returned” request will waive all overdue fines or bills owed for these items; the exception is that if the patron files this claim after being sent to collections, the patron will still be responsible for that service charge.

Both the patron and library staff should diligently search the respective premises prior to the claim being entered into the patron’s record. If, after the claim has been recorded on the patron’s record, the library finds the materials, the claims returned details are removed from the patron’s record; however the number of items claimed remains.