

Overdue, Lost and Damaged Materials

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Administrative Policy:

It is the philosophy of the Library that charging small fines for materials returned after their respective due date is not an effective means by which to encourage patrons to return Coffey County Library materials on time.

The Library does not charge fines to its patrons for overdue materials that belong to Coffey County Library.

Interlibrary Loan Materials:

Past due retention of interlibrary loan materials which the Library borrows from other information agencies damages Coffey County Library's reputation with these lending institutions. Because this damaged reputation may be used to deny the Library access to certain collections, the Library does endorse charging a fine to the responsible patron when an interlibrary loan item is retained past the designated due date.

The Library shall charge a fine of \$1.00 per day for all overdue interlibrary loan materials which are not returned on or before the designated due date. Materials may be returned and fines paid at any Coffey County Library Branch.

Patrons with overdue interlibrary loans shall be contacted by the library staff as soon as possible after the designated due date.

The maximum fine for an overdue interlibrary loan shall be \$30.00.

If an interlibrary loan item is lost while still charged to a patron, the replacement cost of material will be determined by the fee charged by the lending library plus the fine accrued. No fines will accrue on days the library is closed.

Coffey County Library Materials:

Individuals who keep any materials past the designated due date(s) will have their borrowing privileges revoked at all branches of the Coffey County Library until the overdue items have been returned and any applicable fines and fees have been paid.

Notice Given:

Patrons who elect to receive notices by text or email will receive a courtesy notice three days before their material is due. Once it is overdue, they will again receive a notice by text or email.

Patrons who elect to receive notice by USPS mail will receive a phone call or postcard while their material is in overdue status and before it goes into lost status.

Lost Material:

Material that is not returned within thirty five consecutive days after the due date will be considered lost.

If a replacement item is no longer available for purchase, the patron will be responsible for the cost of replacing a reasonable facsimile as determined by the library.

If the amount owed by the patron for lost materials is less than \$100, the standard billing notice will be sent.

Refunds for lost Coffey County Library material for which a patron has paid will be issued up to one year from the date payment was made.

Kansas Setoff Program:

If the amount owed by the patron for lost materials exceeds \$100, the patron will be sent a letter by certified mail stating that their account will be turned over to the State of Kansas Setoff Program for recovery if the items are not returned in 30 days. There will be a \$20 fee for all accounts turned over to the Setoff program, which will be added to the cost of their materials.

Claims Returned:

Each patron account will be permitted no more than three (3) Claims Returned materials at any given time.