

Waiving Charges for Lost or Damaged Library Materials

The Librarian has the discretion to assess or waive the replacement cost and/or the \$5.00 processing charge for any item charged to a registered borrower.

The Librarian will use their best judgment and discretion when making these decisions. These types of decisions involve balancing effective use of taxpayer dollars with providing thoughtful and considerate customer service. *Aspects to consider:*

- 1) Has the patron repeatedly lost materials or is this the first time?

- 2) Will full or partial waiver of the processing fee improve the chances of collecting the lost/damaged material charge?

- 3) Is the patron unable to pay because of indigence, personal emergency, or other such reason?

If the Librarian makes the decision to waive the replacement cost and/or the \$5.00 processing fee charge for a damaged or lost item, they may use the applicable procedures in Symphony to waive the charges from the patron's record.