



Lost or Damaged Materials Policy

Adopted 07.29.2021

Damages

The Mystic & Noank Library reserves the right to charge patrons for significantly damaged items. Items are evaluated for damage by Library Staff. The decision to charge for a damaged item is at the Library's discretion.

Interlibrary Loan and System-Wide Hold items may be more strictly monitored than items owned by the Mystic & Noank Library.

Lost Items

An item is assumed lost after it has been checked out on a patron's account for two months longer than the original or renewal due date. Once an item is assumed or claimed lost, a charge will be attached to the account that reflects the original cost of the item.

Replacement Costs

Once an item has been billed to a patron's account as "Lost" or "Damaged" the item must be replaced. The Mystic & Noank Library prefers payment for the cost of the item. This allows the library to assess the relevance of the lost item, and use the cost associated to replace that item appropriately.

In special circumstances, the library will work with patrons to accept other forms of replacement.