

DEFINITION AND PROCEDURE

Library material enters “lost” status on a patron account when the patron advises library staff that an item can’t be found, or the system automatically puts an item into “lost” status when it has been overdue more than 30 days. When an item is put into “lost” status, the replacement cost of the item appears on the patron’s account.

The lost item remains on the patron’s record until it is recovered or until replacement fees are paid. When the replacement cost for a lost item is paid and recorded in the patron’s account, no overdue charge is due on that item.

Beginning March 19, 2012, patrons will not be able to check out library materials or Download Depot items if \$10.00 or more is owed on a patron’s account.

The Lee County Library System contracts with an outside vendor for material recovery. If a patron account exceeds \$25.00 in overdue charges, fees, and/or lost materials, the library will send a letter advising him or her that a \$10.00 long overdue charge (collection fee) has been added to that patron’s account. If the patron clears the account of all charges within 15 days of the date of the letter, staff may waive the collection fee.

As of March 19th, 2012, if a patron owes \$25 or more the account will be referred to a materials recovery agency with the possibility of being credit reported.

A patron may provide a replacement for lost material if the replacement is an exact bibliographic match to the lost material, i.e., ISBN is an exact match and the replacement copy is in very good to excellent condition.

FEES FOR LOST ITEMS

The replacement fee for a lost item is determined from the item record created when the item was acquired. If the price is not available in the item record, standard replacement prices for lost or damaged items are used. These prices are stated in the Lee County Internal/External Fees Manual Standard Replacement Prices list for library materials.

The Lee County Internal/External Fees Manual also includes the following fees for lost parts of items:

- Lost AV case, including artwork insert \$2.00 per AV item*
- Lost Playaway lanyard \$1.00 per lanyard*
- Missing processing labels, cover, and/or RFID tag \$1.00 per book or AV item*

*Fee is for a single lost part or multiple lost parts of one book or one AV item.

PAYMENTS

Patrons may make payments by:

- Credit card online. A debit card with credit card logo also is acceptable.
- Cash or check in person to a staff member at the library.
- Credit card at a public access computer (PAC) in the library. A debit card with credit card logo is acceptable.
- Credit card through Telephone Reference. A debit card with credit card logo is acceptable.

- Check by U.S. mail to the address on the letter.