



Administrative

Policy: Library Refund Policy

Purpose

To establish a consistent policy for material refunds.


Policy

The cost of a lost and paid item is refundable, minus the processing fee, if it is returned in good condition within 90 days of the paid date, with the exception of Link+ items. The library does not accept the replacement of a lost item in lieu of payment.

Procedure

If a library member pays for an item and subsequently finds it within 90 days of the paid date, the library member may request a refund. Refunds are issued in the form of a check payable to the library member and mailed to the address on file in the library card account.

Distribution approved:



Nelson Fialho, City Manager

Established: May 3, 2018

Distribution Date: May 24, 2018