

Damaged Library Materials Policy

If Library materials appear damaged upon checkout, library personnel note the damage and date of discovery in the item records. It is highly recommended that patrons alert staff to any suspected damage at the time of check-out. The COS Library charges fees when library materials are returned in a damaged condition. Damaged materials are assessed by library personnel and if found to be in poor or unusable condition, Patrons are billed for either a repair fee or full replacement costs. These fees are assessed depending on the extent of the damage.

Damaged Copies

Patrons are not charged for normal wear and tear on library materials. However, the following conditions do not constitute normal wear and tear and may result in repair or replacement charges:

- Wet or moldy books
- Books damaged by food stains, oily or sticky residue
- Books missing pages or covers
- Books containing excessive marking by ink or highlight marker
- Books showing tears, cuts, graffiti or other unusual damage

If library personnel conclude library material is irreparable and must be withdrawn from the library's collection, patrons are charged the full replacement value of the item, or have the patron bring a replacement instead of paying for the full replacement cost; as long as it first been approved from library personnel, done promptly, and the replacement item is in similar format and condition.

Replacement or repair costs are at the discretion of library personnel and are determined based on the particular circumstances of each case.

Missing Item

In the event that an item owned by COS Library cannot be physically located on the shelf, patrons should seek assistance at the Circulation or Reference Desk. Library personnel will search for the item, and if it cannot be located, they will promptly have the item designated as "Missing" in the Online Catalog. Patrons may request the items from other libraries using interlibrary loan.