

Resolution # R-24-11-11

**AMHERST PUBLIC LIBRARY
LOST and DAMAGED POLICY**

- If an account has item(s) that are considered lost by the system, the patron will be contacted twice by either phone call or email to return the item(s) or pay the cost of the item(s). If additional contact is necessary, the Circulation Manager will send a physical letter informing them of their lost item fine(s).
- Lost item charges are waived upon the item being returned and undamaged. However, if the lost item was already replaced, the patron is responsible for paying for it and can keep the item.
- Fees for broken or destroyed launchpads and hotspots marked lost, will not be waived, even if returned.
- Patron replacements for any lost or damaged item cannot be accepted, except for certain items at the department manager's discretion.