



Lynnfield Public Library

Damaged Item Policy

The Lynnfield Public Library strives to ensure that its materials meet a high standard of quality and durability. Staff members regularly inspect circulating items at check-in and checkout to note damage or identify materials that need repair or replacement. We encourage patrons to bring to our attention any damage that may have gone unnoticed so we can note the condition on the item.

When an item is returned in damaged condition, our staff will evaluate the extent of the damage and determine if the item can be mended. Items damaged beyond repair will be charged to the last patron who had the item checked out unless a note on the item indicates that the damage occurred prior to checkout. The patron will be notified of the condition and replacement cost, which will reflect the list price of the item. The patron will be able to keep the damaged item if the replacement cost is received within three months of returning the item. After three months, damaged items will be discarded.

Patrons have the option to purchase replacement copies of lost or damaged items instead of paying the fee mentioned above. The replacement copy must be exactly identical to the damaged item (same ISBN, edition, etc.) and must be in new condition. The replacement copy will be subject to review by our library staff before the fee is waived. We strongly advise all patrons who choose to purchase a replacement copy to *first* consult with library staff to ensure the correct item is purchased.

The policy outlined above applies to items owned by the Lynnfield Library only. Materials borrowed from other libraries will be subject to the procedures of the owning library. If a patron wishes to pay the replacement fee for an item belonging to another library, the fee must be paid for with a check or money order made out to the owning library. Cash cannot be accepted for payments to other libraries.

Incomplete Item Policy

Many of the items we circulate contain multiple pieces, including audiobooks, travel books with maps, language materials, DVD courses, music CDs with booklets, and media kits. Our staff count these items at check-in and checkout to ensure all pieces are included.

If a patron returns an item with a piece missing, the patron will be contacted by library staff to indicate that the piece is missing. The item will remain checked out to the patron until the missing piece is returned, and overdue fines will apply if the piece is not returned before the due date.

If a patron loses a piece of a set, our staff will attempt to purchase or find a replacement for the missing part and will charge a replacement fee for that piece only. This fee will depend on the type and cost of the replacement. If the missing piece cannot be replaced individually, the patron will be responsible for the replacement cost of an entire new set.