

Geauga County Public Library
Operating Policy Manual

SECTION: CLAIMS RETURNED
NUMBER: 771
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When a patron believes that an item has been returned, but the library has no record that it has been brought back, the staff will change the item's status to "claims returned." The staff will search for the item and report to the patron if it is found. If the item is not found after three months of searching, its status is changed to "lost" and the patron is billed for the item and the processing fee. This billing notice sent to the patron indicates that if the material is not found within 10 days of the notice being issued, the lost book information will be referred to a library materials recovery agency and a \$10.00 fee will be added to the patron's record.

See also Policy 781: RESTRICTIONS, MAXIMUM FINES

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