



## **USAHS Library Policy on Lost or Damaged Materials**

The University of St. Augustine for Health Sciences (USAHS) Library charges borrowers for materials lost, damaged, or stolen while checked out to them. Borrowers are responsible for paying the cost of replacing an item they lost or damaged. Borrowers should inform the Library staff immediately of the loss or damage.

The borrower who checked out the item is responsible for replacement charges, even if they were not in possession of the item at the time it was lost, damaged, or stolen. We discourage students from lending checked out library materials to others.

### **REPLACEMENT COST**

The replacement cost of a lost or damaged item will be determined based on the following criteria:

- The replacement cost of new or recent items (i.e. the newest edition of a text) will be the actual cost of replacing that item brand new according to the Library's default vendor for such items (i.e. Amazon.com, Rittenhouse, etc.).
- The replacement cost of older, used items will be derived from the going rate of other used copies of that exact item according to an online seller such as Amazon.com. This includes items such as equipment, anatomy models, etc.
- If no used copies are available to purchase, the Library staff will assess the item based on its age, circulation history, and number of copies held to determine whether the Library will realistically replace the item.
- If the Library staff determines that a replacement copy is needed for an older, used item for which used copies are unavailable to buy, the replacement cost will be the actual cost of replacing that item brand new according to the Library's default vendor for such items (i.e. Amazon.com, Rittenhouse, etc.). A newer edition of the item will be purchased if no identical editions are available.

### **NORMAL WEAR AND TEAR**

Borrowers are not responsible for damage due to the normal wear and tear of an item. The Library staff will determine whether damage is due to wear and tear or the fault of the borrower.

### **DIRECT REPLACEMENT**

Borrowers may choose to directly replace the item themselves, as long as the replacement item is identical to the lost or damaged item, or serves an identical purpose, i.e., a replacement clipboard need not be an exact replica, as long as it's a functional clipboard. Borrowers have 30 days to

directly replace the item themselves, or the option to do so is void. The Library staff may decrease this time period if they determine that the item is essential to the Library and needs to be replaced immediately, or if the borrower in question plans to graduate from the University before the 30 day period is over. Borrowers must inform the Library staff immediately if they choose to replace the item themselves.

## **UNRETURNED MATERIALS**

Any library items unreturned after the last day of an academic term will be considered lost and the borrower will be charged the replacement cost of the item, plus a \$10.00 processing fee. If the borrower returns the item after being charged, the replacement cost will be waived. The processing fee cannot be waived. If the borrower pays the replacement cost and then later returns the item, the replacement cost will not be refunded, but the borrower may keep the item in question.

The \$10.00 processing fee applies only to library materials unreturned at the end of an academic term. Library materials lost and reported during an academic term will not carry a processing fee.

## **REFUNDS**

Borrowers may not receive a refund of the replacement cost if they later find the lost item for which they were charged. They do not, however, have to return the item to the library if they have already paid to replace it.

## **PAYMENT/NON-PAYMENT**

Borrowers are responsible for paying replacement charges in a timely manner. Charges must be paid by the end of the academic term in which they were accrued. Borrowers should pay their replacement charges in the library during library hours, or mail a check to the library.

The Library will block the University account of any borrower with unpaid Lost or Damaged Materials charges at the end of an academic term. This will prevent the borrower from accessing his/her grades, requesting transcripts, or graduating until the charges are paid.

## **DISPUTES**

Any borrower who would like to dispute a Lost or Damaged Material charge can inform the Library staff and bring the matter before the Library Committee at its next regularly scheduled meeting.

Approved by the Library Committee June 2010  
Approved by the Administration August 2010  
Updated April 2012  
Updated March 2023