

Guernsey Memorial Library	Section #	
Manual Name Library Policy Manual	Date Issued: July 26, 2013	Subsection
Section Claims Policy	Date Revised: 10/12/2013	Page 1 of 1
<p>Claims Policy</p> <p>This policy acknowledges that library staff and equipment are not infallible. One example is that occasionally items are not discharged/checked in through the system properly, either due to an error with the check-in system or through clerical error. Another example is that occasionally a staff member will not notice damage done to materials immediately. Also, sometimes library equipment malfunctions. The Library extends the privilege to patrons of claiming that they have returned materials that the circulation system indicates are still checked out to them, or that they are not responsible for damage done to materials, among other possibilities.</p> <p>When a patron makes a claim in lieu of paying a bill, a note will be made on that patron's record. The library maintains, as a part of the patron's record, the number of items a patron has claimed to return over their lifetime as a patron. A patron may have up to three claims on their record and maintain borrowing privileges. A patron's borrowing privileges will be revoked once three claims are noted in their borrowing record. In order to reinstate their privileges, at least one of their claims must be resolved by paying the bill for that item or returning unreturned materials. Any claims more than three years old will be wiped from a patron's record once noted by a staff member.</p>		
Revision Approved by Board: 10//12/2013		