

TLN LOST ITEM SURVEY

Library Name	Pay Associated Fines?	Processing Fee?	Accept Replacement Copies?	Refund money if item is returned?	Misc.
Addison Township ADDI 43	Yes	No	Yes. Replacement copy must be identical to the damaged or lost item	Yes, If they have a receipt indicating when the item was paid for.	
Allen Park Public ALPK 4	No. Exception: If patron has been sent to collection, collection fee of \$10 must still be paid.	Yes. \$ 2.00	Yes. Must be in new or like-new condition	Yes, If they have Workflows receipt.	If patron has been sent to collection, collection fee of \$10 must still be paid.
Auburn Hills Public AUBN 50	No. We tell patrons that they will pay the overdue fine or the replacement cost but not both.	No.	No. Our librarian must purchase the replacement items.	No. We ask them to renew 2 times before paying the replacement cost because we cannot issue a refund.	Always call the owning library to ask how they would like the check made out. In our case, make it out to the "City of Auburn Hills"
Bacon Memorial District WYDT 95	No.	No.	No. We tell them if they find it, that it is their's to keep.	No. We tell them when they pay for it that if they find it, it is their's to keep.	We renew the item for 3 more weeks to give them a chance to find the item.
Baldwin Public Birmingham BALD 75	No.	\$5.00 for all items except magazines and youth paperbacks which are \$2.50.	No.	Yes. Only if the item is found and returned with receipt within 30 days. Refund is minus the processing fee.	
Bellville Area District BELL 20	No	No.	No [with rare exceptions]	Yes. Must have receipt and be within 30 days.	
Berkley Public BERK 30	No.	No.	Yes, if it si the EXACT same copy, plus a \$5.00 processing fee.		
Blair Memorial Clawson CLAW 15	Yes.	No.	Yes. It must be the same exact item and it must be new.	Yes. With a receipt and within 30 days of payment.	

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Bloomfield Township BLOO 76	No.	Yes. \$3.00	No.	Yes. Policy states within 30 days. We do however stretch that if the item has not been deleted from the database after the 30 says are up.	
Brandon Township. BRND 52	No. We forgive the fines if the patron pays for the item.	No. We charge list price for each item, not purchasing cost to offset the processing costs.	No. No replacements due to the fact we may have paid a high price when item was new and popular. Patron could substitute a garage sale item and we would be out our initial investment plus processing	No. Once a patron pays we make the decision to replace or not. We myn not want multiple copies on the shelf.	
Brighton District BRIT 212	No.	Yes. \$5.00	Prefer not to, but exceptions are made. Contact Circulation Supervisor to discuss further.	Sometimes, depending on time frame. Contact Circulation Supervisor to discuss.	NOTE: Yes if returned within 60 days of payment. After that it is reviewed by Circ. Supervisor as well as Tech Services Supervisor to see if replacement copy has already been purchased, if returned copy is in good shape
Canton Public CANT 77	No.	Yes. \$3.00	Yes. We accept only identical items to those damaged or lost. Only brand new shrink-wrapped A/V items and gently used books.	Yes. We do not refund processing fees, only the amount of the replacement and only one year from replacement charge.	
Chelsea District CHEL216	No.	No.	No.	Yes. No refunds after 45 days, following the Paypal policy, for any returns.	
Clarkston/Independence IDPN 54	No.	Yes. \$ 2.00	Yes but only upon approval of relevant Librarian.	Yes. Within 30 days, processing fee is non-refundable	
Commerce Township COMM98	No.	Yes. \$ 2.00	No.	Yes, if returned within 30 days.	

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Cromaine Library Hartland HART213	No. We have no overdue fines.	Yes. \$5.00	Yes. They must be new and the exact item.	Yes. All but the \$5.00 processing fee and the item must be in good condition.	
Dearborn Heights Caroline Kennedy DHTN-07 John F. Kennedy DHTS 28	No.	\$3 per item automatically charged by the system	Yes, if exactly like the copy that is lost.	Yes, except for processing fee and must have receipt if returned within 6 months of payment.	
Dexter DEXT 221	No.	No.	No	Yes. If they return the item within 30 days of payment they receive 75% of amount paid. No refunds after 30 days	
Ecorse ECOR 10	No.	No.	Yes. If they are in good condition and a current or popular title.	Yes. This happens rarely.	
Farmington Community Branch FMTN 33 Hills FMHL 36	No.	No.	No.	No.	
Ferndale FERN 69	No.	Only for replacement items brought in by patrons	Yes. Must be new and identical to lost/damaged item. We provide patron with UPC or ISBN when they inquire.	No.	
Flat Rock FLAT 18	Yes.	Yes. \$ 2.00	No.	Yes, but only within 30 days of paying for the lost item.	
Fowlerville FOWL 215	Yes.	Yes. \$1.50	Yes, but they still have to pay reprocessing fee and any fines.	No.	
Franklin 40	FRAN	No.	Yes.	Yes	
Garden City GARC 05	No.	No.	No.	No.	

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Hamburg Township HAMB 210	No.	No.	No.	Yes. Only if the item has not been replaced	
Hamtramack HMTK 34	No.	No.	Yes	Yes	
Hazel Park Memorial HZPK 39	No. Typically we waive any associated late fees for a patron paying to replace an item	No.	No. Nor do we allow patrons to replace copies of other libraries' materials	No. We very plainly explain to patrons when they are paying to replace an item that if they find the item, it is theirs to keep.	
Highland Township HIGH 56	No.	Yes. \$2.00	Yes, replacement has to be the exact same item.	Yes, Has to have receipt within 3 mo's of payment less the processing fee.	We check with the owing library to see how they want us to handle payment
Howell Carnegie District HOWE 214	Yes. If the material was overdue then yes. If the material was not over due then they would not be charged the fees.	Yes. \$5.00	No.	Yes. If the item has not been replaced yet.	
Huntington Woods HTWD 31	No.	No.	No, unless patron has bought replacement copy without asking.	Yes, within six months of payment	Prefer to wait several months before accepting payment for item since they usually turn up and cause extra paperwork etc.
Inkster INKS 03	No.	No.	Yes.	Yes.	We are reluctant to accept payment for lost items from other libraries. However, we will forward payment to the owning library if we believe this is the only chance to collect payment from the patron.
Lincoln Park LIPK 12	No.	Yes. We add a flat \$2 to each item; do not charge separately unless repalcing lost item	Yes. Individual cases with prior consent - must ask before purchasing replacement. PBs - no problem	Yes. Within 30 days and minus the late fees.	

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<p>Livonia Libraries Civic Center LVCC 32 Noble LIVN 19 Sandburg LIVS 21</p>	<p>No.</p>	<p>NO. We do have set charges if a patron loses or damages part of an item (the cover insert for a DVD would be a \$4 charge if lost or damaged, for example).</p>	<p>YES, but only if item is new and approved by the librarian in charge of the collection.</p>	<p>No.</p>	
<p>Lyon Township LYON 93</p>	<p>No.</p>	<p>No.</p>	<p>Yes. Item must be the same. ie: Hardcover for hardcover and in perfect condition.</p>	<p>No. An exception can be made if the item is out of print or irreplaceable (some genealogy materials qualify)</p>	<p>Patrons sent to collection by LYON must pay their entire bill directly to LYON, including the \$10 processing fee, before their status is cleared.</p>
<p>Madison Heights MDHT 29</p>	<p>No. Exception: If patron has been sent to collection, collection fee of \$10 must still be paid.</p>	<p>No.</p>	<p>Yes. If the same ISBN and in brand new condition. Used books are not accepted. All media must be unopened, still shrink wrapped.</p>	<p>Yes. They must have the receipt. No exceptions. The city will issue a check for the cost of the item, minus fines up to \$10.</p>	<p>Collection referral fee not refundable. Refunds must be within 60 days of payment. Refund takes 10 days to 2 weeks to be issued.</p>
<p>Manchester MANC 217</p>	<p>No.</p>	<p>Yes. \$2.00</p>	<p>Yes. Item must be identical.</p>	<p>Yes. Must have receipt and be within 30 days.</p>	
<p>Melvindale MELV 06</p>	<p>No.</p>	<p>No.</p>	<p>Sometimes, if the item is newer and still in demand.</p>	<p>Yes. Provided the patrons still has the receipt</p>	<p>Patrons are denied using the public Internet until all lost items are paid for.</p>
<p>Milford MILF 58</p>	<p>No. If a damaged or lost item is paid for then, any fines attached to that item are waived</p>	<p>No.</p>	<p>No.</p>	<p>No.</p>	
<p>Northfield Township Area NTFD 211</p>	<p>No. We don't charge overdue fines. Letter sent out when items are 2 weeks overdue. [See Misc.]</p>	<p>Yes. \$ 2.00</p>	<p>No.</p>		<p>At 4 weeks overdue the patron loses privileges. At 6 weeks we send a bill</p>
<p>Northville Dsitrict NORT 13</p>	<p>No.</p>	<p>Yes. \$ 2.00</p>	<p>No.</p>	<p>We refund all but the processing fee if the item is found and returned within 30 day.</p>	

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Novi NOVI 66	No.	No.	No.	No.	
Oak Park Public OAPK 37					
Orion Township ORIO 60	No.	No.	Maybe. Only with Librarian approval. This cannot be aproved at the Circulation desk.	No. We tell patrons no but if it has not been withdrawn and it is checked backed in, the patron will be issued a credit automatically. If so, we pay it.	
Oxford OXFD 42	No.	No.	No.	Yes, if the patron has the receipt tha shows they paid for the item.	If a patron pays for a dmagd
Pinckney Community PINC 209	No.	Yes. \$5.00	Yes	No. Once patrons pay for or replace the lost materials, they assume ownership of that material.	
Plymouth District PLYM 17	No.	No.	No.	Yes.	
Pontiac PONT 41	No. Once an item is lost, WorkFlows charges the patron the cost of the book only.	Yes. \$ 2.00	No.	Yes. Patron must have receipt for the lost item and the item must be returned in good condition.	
Redford Township REDF 09	No.	Yes. Automatic \$3.00 for paperbacks and \$5 for hardcover and AV	No.	Yes, within 30 days, less the processing fee.	Will not accept credit card payment for other libraries' lost materials.
River Rouge RROU 08	No.	No.	Yes. We generally prefer that the replacement item be the same format as the lost item. Paperback to replace paperback etc.	No.	

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Riverview RIVW 24					
Rochester Hills ROHL 67	No.	Yes. \$5.00	Yes. Replacement must be new - regardless of how old our copy is. Processing fee still charged.	Yes. We do not refund the processing fee and we subtract the overdue fees.	After 90 days or 3 months, we don't refund anything. Patron can keep the item or donate it back to us.
Romulus ROMS 22	Yes.	No.	No.	Yes.	
Royal Oak ROAK 65	Yes. We also use a collection agency. If the account has gone to the agency, their charge of \$6.50 is added to the bill.	No.	No. Board has approved this policy.	Yes. Only if it returned in 30 days of less.	
Royal Oak Township ROPL 51	No.	No.	Yes.	Depends on the condition of the book when the book was returned.	
Salem-South Lyon SLYN 97	No.	No.	No. As a general rule, we do not accept replacement copies of lost/damaged items from patrons of other libraries	Yes. If returned within 30 days.	Our lost item policy also applies to damaged items.
Saline SALN 219					
Southfield STFD 11	No.	Yes. \$5.00	No.	Yes. Minus the processing fee and the maximum overdue fine.	
Southgate SOGT 14	No.	No.	Yes.	No.	
Springfield Township SPRI 71	No.	No.	No.	No.	

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Taylor Community TAYL 26	No.	Yes. \$ 2.00	Not as a general rule, but may be accepted; decided on case by case basis.	Yes, within 60 days, and overdue fine/processing fee subtracted.	Drivers License # must be written on check.
Trenton Veterans Memorial TREN 16	No.	Yes. \$ 2.00	Yes. It must be the exact same author/title and edition or newer edition. We do not accept used books in exchange.	Only if returned within 1 month of paying for it.	
Walled Lake WALL 62	Yes.	No.	Yes. Need to be the same format [paperback for pb, hardcover for hardcover]	Yes.	If the item is under warranty, such as a CD or DVD and we are not charged for a replacement, we don't charge the patrons.
Waterford Township WATE 64	No.	No.	Sometimes. As a rule we do not accept replacement copies but there are some exceptions.	Yes, if have receipt from workflows and cash register receipt. Must check to make sure that there are no NSF fees.	Claims returned allowance up to three per patron.
Wayne WAYN 23	No. The item must be paid for all at once. No payment plans.	No.	Yes. It must be the same exact item and it must be new.	Yes. If the items is found within 6 months of the date on the receipt, Must have the receipt and the item.	
West Bloomfield Public Main WBFD 25 Westacres WACR 27	No. They pay for replacement or fines, not both	Yes. \$ 2.00	Yes. It must be exactly what was lost and it must be new.	Yes. Refund is minus the overdue charge. A refund check is issued by the Library Board.	
Westland WTLD 63					
White Lake Township WHLK 73	No.	Yes. \$5.00 per item	Yes, the replacement item must be exact.	Yes. They must have their receipt and be within one year of date paid. No refund on processing fee.	
Wixom WIXM 38	No.	Yes. \$5.00	No. If the librarian who selects in that area will accept it, we will occasionally do it but still charge the processing fee.	Yes. They need to bring their receipt. No refunds after 60 days.	

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<p>Ypsilanti District YPSI 201</p>	<p>No.</p>	<p>Yes. \$ 2.00</p>	<p>No.</p>	<p>Yes. The patron is refunded the replacement cost of the item, less the overdue fee.</p>	<p>We do not charge a processing fee on lost magazine as we do not replace these.</p>
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