

## **CLAIMS RETURNED or CLAIMS NEVER HAD**

### **Policy Statement**

Bucks County public libraries extend the privilege to users of claiming that they have returned materials that the circulation system indicates are still checked out to them. Library material is purchased with public and/or private funds; library users are financially responsible for the proper care and use of library material and the safe return of material borrowed on their library cards. This policy acknowledges that staff occasionally errs in discharging items from a user's record.

### **Regulations**

Library users who receive an overdue notice for items they believe have been returned or were never borrowed, or who see an item on My Account that they believe was returned or never borrowed, must notify the library immediately.

Bucks County public libraries work with users to locate items they claim have been returned. The shelves will be searched, and other libraries may be contacted.

Library staff will identify an item as CLAIMS RETURNED in the user's computer record while staff searches for the item.

Items found on the shelves by library staff will have all fines and fees cleared.

Users may continue to borrow and renew library material while library staff searches for an item.

Overdue notices continue to be sent while staff searches for a claims returned item.

If the user finds the item at home or in his or her possession, all applicable fines and fees remain assessed.

The head of Circulation or a designated staff member has the discretion to clear the item from the user's account if the item is not found after searching by the user and the library staff.

***Adopted by the Board of Directors January 20, 2009***