

Circulation Procedures

# Replacement Charges

As of July 2024, the library no longer accepts replacement items for lost or damaged items on the account.

If a patron is unaware of this policy and has already purchased a replacement item and brought it to the library, staff may make a one-time exception.

* Note this on the patron’s account by adding this message:
* Patron unaware of change to replacement procedures. Accepted replacement item and wrote off charge. Notified patron this is a one-time exception. Delete this message after 1 year.
* Send the item to your supervisor. Branch staff please use a purple flag in an outgoing holds tasket and write “replacement copy” and the barcode of the item it is replacing.

In all other cases:

1. Please let the patron know which items have been charged to the account and the amount that they have been charged (From the patron’s account select “Accounting” from the left menu).

As of July 2024, most charges have been standardized as follows:

|  |  |
| --- | --- |
| **Collection**  | **Standard replacement fee\***  |
| Periodical  | $5.00  |
| Music CD  | $10.00  |
| J Book  | $10.00  |
| Adult/YA Book  | $15.00  |
| DVD  | $15.00  |
| Audiobook  | $20.00  |
| Videogame  | $40.00  |

\*For items with replacement costs less than the standard fee or greater than $50.00, the replacement fee is item specific. For example:

* an early reader with a replacement fee of $4.99 does not change to $10.00 (J Book) but stays $4.99.
* A cookbook with a replacement fee of $65.00 does not change to $15.00 (Adult book) but stays $65.00.

If for some reason, the replacement charge isn’t <$10 or >$50 and doesn’t match the fee schedule above, please write off the difference. For example:

* An audiobook is $35.99 - write off $15.99 to make the replacement charge $20.00.
1. If the item is lost, encourage the patron to keep looking for the item. We can offer a courtesy checkout to allow more time to search for the item.
2. If the patron knows the item is damaged or will not be found and is willing and able to pay for the replacement, assist them with making their payment. Patrons have these options:
* Corvallis:
* Cash or check
* Credit card
* Online payment by credit card
* Branch locations:
* Cash or check
* Online payment by credit card

If accepting the payment via cash, check, or card, make sure to clear the charge in Koha (Please refer to “Accounting - Make a Payment” document for screenshots):

* From the patron’s account select “Accounting” from the left menu.
* Under the “Make a payment” tab, select the item(s) and select pay.
* Select the accurate payment type.
* Click the yellow confirm button.
1. If payment for replacement charges creates a barrier for the patron to continue to access the library, please reach out to a Circulation Supervisor (or Extensions Supervisor, for branch staff).

If unable to reach a supervisor, remember that you can offer a courtesy checkout and we will get back to the patron.