

## **N92 STANDARD OPERATING PROCEDURE**

Subj: OVERDUE AND LOST/DAMAGED LIBRARY MATERIAL

Ref: (a) AFI 34-270 2.10.5 & 2.10.6 (23 June 2005)  
(b) Navy General Library Program Manual Chapter 8, NAVEDTRA 38021 (1979)  
(c) DoDI 1015.10 (6 Jul 2009)

1. Purpose: To establish written policy and procedures for overdue and lost/damaged library material in accordance with the requirements of references (a) and (b).
2. Scope: The policy and guidance set forth in this instruction shall be applicable to all JBPHH Library patrons.
3. Policy: References (a), (b), and/or (c) establish policies on overdue material, when material is declared lost, and the procedures for replacing or paying for lost or damaged material. Our goals in enacting these policies are to ensure library material is properly accounted for and made available for use on an equitable basis.
  - a. To maintain accountability, we rely on friendly, courteous, timely, and solution-oriented communication with patrons, their dependents, and, if needed, the sponsor's chain of command.
  - b. To maintain equitable access, we strive for prompt resolution of overdue material, ideally by returning the material to circulation or by replacing or paying for the material with minimal delay.
4. Overdue Procedures: The first step in accountability is the timely notification of discrepancies. Library staff will not renew overdue material until notified by or directed by the patron nor will they interrupt the notification procedures outlined below.
  - a. Patrons are responsible for renewing their borrowed material via the online public access catalog (OPAC), by calling or visiting the library, or by email.
  - b. Patrons are responsible for ensuring their contact information in their library records is current and accurate.
  - c. When material becomes overdue, library staff may suspend the patron's privileges.
  - d. The library staff may take other actions to ensure overdue material is returned, paid for, or replaced.
  - e. Since email provides efficient, timely, cost-effective, and self-documenting communications, all overdue notices will be sent by email.
    - i. E-mail notices are a courtesy; non-receipt of email notices does not waive your library account obligations.
    - ii. The library's integrated library system (ILS) sends a pre-overdue notice two days prior to the due date.

- iii. The ILS sends an overdue notice the first day an item becomes overdue with subsequent notices every 10 days (except Sundays).
  - iv. When an item becomes overdue 60 days, the ILS sends a billing notice. Library staff will also attempt to contact each patron with material 60 days overdue. If contact with the patron or prompt resolution of the overdue material cannot be made, the matter will be forwarded to the Accounting Department.
    - 1. The Accounting Department will first attempt to recover the library material, and if unsuccessful, will initiate efforts to garnish wages for the cost of the library material.
    - 2. Each item referred to the Accounting Department will include a non-refundable processing fee of \$5.00.
  - f. If material is returned damaged or incomplete, the material is not suitable for circulation and will not be checked in. The library staff will contact the patron to inform them what missing components need to be returned to enable recirculation. If the missing components cannot be found or if the components or material are damaged, the library will provide a replacement cost. All other notices and actions will continue as scheduled.
  - g. The patron's privileges are restored when all overdue materials are returned; however, library staff reserves the right to place restrictions on repeat or extreme offenders.
5. Missing/Claims Returned Procedures: If a patron claims material has been returned, but the material cannot be located, the patron's word can be accepted. If the patron's word is accepted, the material will be discharged from the patron's account and its holding location changed to missing. Material listed as missing for over one year will be removed from the ILS and library inventory.
6. Lost/Damaged Material: Patrons can replace lost or damaged by paying for (cash or money order) or replacing the material with the same title, or one selected by a library staff member. Replacement cost of the material is the current cost of the material—depreciation for the material is not allowed. A refund will be given if a patron pays for an item and subsequently finds that item, provided that item is returned within 30 days of payment and/or the replacement item has not yet been ordered.

**//SIGNED//**  
PHYLLIS FRENZEL  
Library Director