



Damaged Items Policy

When library customers return borrowed materials CCLS staff will inspect all items before re-shelving them. If library staff find returned materials that are damaged and/or contain pests or evidence of pests (insects, rodents, etc. alive or dead), or contain water or damage from smoking, and the evidence is unequivocally connected to a specific borrower, library staff will take the following actions:

- The incident will be noted on the customer's account.
- The customer will be informed of the condition of the item(s) as well as the consequences of future infractions.
- The customer will be given a copy of the Damaged Items policy and a sealable plastic bag in which to return all borrowed library materials in the future.

Pest Damage

In order to discontinue using the sealable plastic bag for borrowed library items, the library customer must provide a paid and dated receipt for licenced pest extermination and/or inspection by a licenced exterminator with clean results at the customer's address. The address on the receipt must match the customer's address in the library's records.

The customers will be asked not to use book drops for materials with live bed bugs or signs of bed bugs, or other pests including, but not limited to roaches, spiders, or ants.

If the same customer checks out and returns library item(s) containing pests or evidence of pests a second time, all customer accounts within this household will be blocked and they will no longer be permitted to check out library materials.

In order to restore borrowing privileges, the customer must provide a paid and dated receipt for pest extermination and/or inspection by a licensed exterminator with clean results at the customer's address. The address on the receipt must match the customer's address in the library's records.

If all evidence of pests cannot be removed from an item without destroying the item, or if the item cannot be repaired, the customer will be charged for the cost of replacing the item.

Water Damage, Stains, and from Smoking

Patrons are not charged for normal wear and tear on library materials. However, the following conditions do not constitute normal wear and tear and may result in repair or replacement charges:

- Wet or moldy books
- Books damaged by food stains, oily or sticky residue
- Books missing pages or covers
- Books containing marking by pencil, ink or highlight marker
- Books showing tears, cuts, graffiti or other unusual damage
- Animal urine or feces
- The smell of smoke
- Animal damage (biting, tearing, etc)

Materials will either be treated or discarded at the Library's discretion. Customers will be responsible for the replacement cost of the item(s) that are damaged.

Library staff will place items that have damage from smoking or from the smell or urine in a detesting container.

*****A customer with a library card/account is responsible for items checked out on their card, even if they choose to loan those items to someone else.*****