

Kennebunk Free Library

Damaged Library Materials Policy

If materials appear damaged upon check-out, library personnel note the damage and the date of discovery on the back of the book or other item. It is highly recommended that patrons point out suspected damage to library personnel at the time of check-out.

Kennebunk Free Library charges fees when library materials are returned in a damaged condition. Patrons are billed for either a repair fee or full replacement costs, depending on the extent of the damage.

Damaged Copies

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 or beverage stains, oily or sticky residue, or bodily fluids
- Books missing pages or covers
- Books containing marking by pencil, ink or highlight marker
- Books showing tears, cuts, graffiti or other unusual damage

Repair and Replacement Costs

Repair and replacement costs of items owned by KFL are at the discretion of library personnel and are determined based on the particular circumstances of each case.

Damaged interlibrary loan materials will be charged at the discretion of the lending library. All repair and replacement costs, including processing fees, are the responsibility of the patron.

Damaged or Lost Pieces

Many materials in the library have multiple pieces, such as educational kits, puzzles, games, and media. It is the patron's responsibility to return all pieces. If an essential piece is broken or lost, the library will charge the patron for the repair or for the replacement cost of the piece. Essential pieces are those that are necessary for materials to be usable or educationally meaningful.

If the item requires an essential piece and that piece is lost and not replaceable, the patron will be billed for the replacement cost of the entire item.

Items are thoroughly checked by library personnel upon each return, so missing or damaged pieces will be billed to the last borrowing patron upon discovery. It is highly recommended that each patron verify that all pieces are present upon check-out and return.