



STANDARD OPERATING PROCEDURES

DATE: December 1, 2015
LEAD DEPARTMENT: Library
PAGES: 1

Refunds

PURPOSE

The Library needs to establish a timeline for refunds on lost and paid items that are subsequently returned, and to establish which fees are refundable.

SCOPE

This policy applies to all library patrons and all library materials.

POLICY

If an item has been billed to and paid for by a customer, and that item is then found and returned within 30 days of payment, the Library will refund the cost of that item.

PROCEDURES

1. Refunds are made through the Town of Los Gatos by check, when request for refund is made by the Library to the Finance Department.
2. Fines accrued on this item still apply and are not refunded.
3. The processing fee for the item is non-refundable.