Billing for Lost or Damaged Intra-CCS Loan Items

Approved by Governing Board July 2018

Intra-CCS ILL occurs when all libraries involved in the transaction are CCS libraries. All reimbursements will be made according to CCS procedures.

**Long Overdue Items**
All CCS libraries will assist with the retrieval of delinquent materials through normal overdue procedures. If these efforts are unsuccessful, long overdue items will age to lost 45 days after the original due date. The patron will be billed at this time.

**Lost or Damaged ILL Items**
The requesting library will be responsible for borrowed materials from the time the materials leave the supplying library until they have been returned to the supplying library as per the ILLINET ILL Code. If damage or loss occurs, the requesting patron’s home library must reimburse the owning library for any losses. Replacement materials are not accepted for ILL and Reciprocal Borrowing losses. Any ILL material reported lost that was paid for and subsequently found becomes the property of the patron.

**Missing ILL Items**
If a patron cannot be held responsible, for example if an item cannot be located once it has arrived at the requesting library, the requesting library must reimburse the supplying library for any losses. Items not checked out to patrons are eligible for reimbursement 60 days after the latest status change.

**Items Lost or Damaged in Transit**
If an item never arrives at the requesting library and can be assumed lost in transit, both the owning library and the transiting library will check their shelves for the item. If the item is not found, the owning library will absorb the cost.

**Recovering Costs**
All payments must be accepted at any CCS library. If money is tendered for a lost or damaged item, the payment, including any processing fees, will be due to the owning library. If a bill is unpaid after seven years, the borrowing patron’s library or the item library may remove the bill as part of ongoing patron or item purges.