



Lost Materials Policy

Last updated: XX XX

This policy covers items belonging to another RSA member library.

Communication with other libraries is of the utmost importance.

All notifications to the patron for transited items come from the checkout library.

The checkout library will be responsible for notifying the patron concerning lost items. All bills come from the checkout library and use the checkout library's billing guidelines.

If the item is lost and the patron pays for the item (including any processing and/or referral fees generated by WorkFlows), physical payment needs to be sent to the item-owning library. Processing fees are assessed if the checkout library charges processing fees, not the item-owning library. **Contact the item-owning library before accepting a replacement copy of the lost item.**

If the item is lost and the bill is never paid by the patron, the item-owning library will absorb the item's cost.

The item-owning library shall contact the checkout library before removing a lost item from a patron's account.

See the [Lost Materials Procedure](#) for a step-by-step guide on how to deal with materials that do not belong to your library and are lost by a patron.

Approved by the RSA NFP Users Group 22 November 2019
Revised and Accepted by the RSA Board of Directors XXX