

Mendon Public Library Refund Policy

PURPOSE:

To establish guidelines for determination of refunds to customers of the Mendon Public Library.

POLICY STATEMENT:

The Library Board of Trustees approves and adopts this policy for the refund of fees to customers that have paid fees at the Mendon Public Library Circulation Desk.

When a customer has reported a book or other library material charged out to them as lost and has paid the replacement cost and later the item is recovered and returned in good condition, the amount paid to replace the item shall be refunded to the customer. No refunds shall be made for overdue or processing fines on these items.

PROCEDURE: Customers requesting refunds shall present a valid receipt for proof of payment within one year of date issued. If refund requested is under \$25, the library staff shall review and issue a refund from the cash register. Refund documentation will be submitted to the bookkeepers and reviewed by the Library Director.

If refund requested is \$25 and over, the customer will present a valid receipt for proof of payment within one year of date issued. The request will be given to the Library Director. Upon approval from the Library Director, a voucher for payment request will be presented at the Library Board of Trustees regular meeting. After the request is approved, by the Library Board of Trustees, the approved vouchers will be submitted to the Town of Mendon for payment.