

## Bucks County Library System

**Circulation Services**

## CLAIMS RETURNED or CLAIMS NEVER HAD

**Policy Statement**

Bucks County public libraries extend the privilege to users of claiming that they have returned materials that the circulation system indicates are still checked out to them. Library material is purchased with public and/or private funds; library users are financially responsible for the proper care and use of library material and the safe return of material borrowed on their library cards. This policy acknowledges that staff occasionally errs in discharging items from a user's record.

**Regulations**

Library users who receive an overdue notice for an item they believe has been returned or was never borrowed, or who see an item on My Account that they believe was returned or never borrowed, must notify the library.

Bucks County public libraries work with users to locate the item they claim has been returned. The shelves will be searched, and other libraries may be contacted. The item will be renewed 1 time while the user and library search for it.

If the user finds the item at home or in his or her possession, all applicable fines and fees remain assessed.

If the item is found on the shelves by library staff, all applicable fines and fees will be cleared.

If the item is not located, library staff will identify an item as CLAIMS RETURNED in the user's computer record. A user may have only 1 CLAIMS RETURNED listed on their account. If a user reports additional items have been returned but are still showing on the account, staff will renew the item 1 time and search for it. If the item is not found, it will be marked LOST and user is responsible for the cost.

Adopted by the Board of Directors January 20, 2009  
Revised November 14, 2017