|  | # RICHMOND PUBLIC LIBRARY<br><br>Title: Claims Returned Policy<br><br>Policy Number:  05.06     Reviewed Date: 07/23/2025 |
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The Richmond Public Library allows the use of the "claims returned" function to clear disputed items from a patron's record.

A "claims returned" is used for a single item.

A patron account may have a maximum of two (2) "claims returned" items that have not been found and cleared.

After the maximum of two (2) "claims returned" incidents, the "claims returned" option is no longer available to the patron, and they shall be liable for the return of the material or the cost of replacement and of processing fees.

The "claims returned" function absolves the patron of responsibility for the item, including responsibility for the replacement cost if the item is never found.

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Approved:  April 2009
Reviewed:  February 2012
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