



Delaware Library Catalog

Refunds for Lost Item Payments at Public Libraries

1. Payments for lost items are generally non-refundable.
2. The library Director or Manager may use their discretion on a case by case basis to grant refunds. (Refunds are issued in accordance with the library's local governing policy.)
3. Refund requests for lost items owned by Academic or School Libraries must be made directly to the owning library.
4. Refunds for lost items borrowed from libraries outside of the Delaware Library Catalog via InterLibrary Loan must be handled according to the owning library's policies.
5. Processing fees and fines are NOT refundable.

Effective: date 3/7/2012