



Refunds to patrons

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When a patron makes a payment (including credit card payments) for lost material(s) and then returns the item(s) to the Library, staff are authorized to issue a refund.

If the payment was made using a credit card, the refunded amount will be credited to the credit card the patron used. Only the Library Accountant can refund payments to a credit card.

For amounts less than \$50 that were originally paid in cash or check, the staff will make refunds in cash. Amounts over \$50 will be paid by check by the Library Accountant.

Charges for lost materials that are returned in the Library's outside item returns, or otherwise returned with the patron not present, will have the value credited to the patron account.