

## Refunds to patrons

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When a patron erroneously makes payment (including credit card payments) to the library for lost materials, staff are authorized to issue a refund in amounts less than \$50 in cash.

When a refund is required that exceeds \$50, a *Refund Authorization for Returned Material* form is sent to the Business Office and a check is issued and mailed to the patron. A copy of this refund form can be given to the patron if a receipt is needed.

If the payment was originally made by credit card, then a refund is credited to the patron's credit card by the Library Accountant. A *Refund Authorization for Returned Material form* must be completed for all credit card refunds and sent to the Business Office.

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.