

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 Library Accountant and a check is issued and mailed to the patron. A copy of this refund form may 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If the payment was originally made by credit card, then a refund is credited to the patron's credit card by the Library Accountant.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 Materials* form must be completed for all credit card refunds and sent to 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 be refunded by check and mailed to the patron.