



REPLACING LOST or DAMAGED LIBRARY BOOKS

Library users may provide a replacement copy of lost or damaged items, instead of paying a replacement charge.

Library users are responsible for returning all borrowed materials on time and in good condition, allowing for normal wear. Badly damaged items, and items which are long overdue and presumed lost, will incur a replacement charge, which is a flat rate per item, depending on the origin of the item.

A replacement copy must be the same title and edition of the lost or damaged item, and must be in new or like-new condition (regardless of the condition of the borrowed item.) Library staff reserve the right to determine if a replacement that is not new and unused is in acceptable condition. Each replacement will result in a \$25 processing charge.

If you intend to replace a lost/damaged book, please refer to the book's ISBN number to ensure you are purchasing the correct item. Ask library staff if you need help finding the book's ISBN.

Replacement charges will appear on your record when item is billed, at which time your library record will be blocked. If you want to provide a replacement copy, you may do so any time (you need not wait to be billed.) **Once you have either paid the replacement charge or provided the replacement copy, you may consider the borrowed copy yours. There are no refunds or reimbursement once payment or replacement is made. Replacements will not be accepted for charges that have been transferred to the Bursar's Office.**

If you choose to provide a replacement copy, please send or drop it off to the attention of Kelly Shook at the Circulation Desk of the Kent Campus University (Main) Library.

Please separate & include the attached "REPLACEMENT COPY SUBMISSION FORM" with the replacement copy you are submitting; otherwise, it may not be recognized as a replacement and properly removed from your record (if it is accepted.)

You will receive an email confirming that your replacement copy has been received, and whether or not it has been accepted. If a replacement copy is rejected, the reason will be given and you will have an opportunity to recover the unacceptable copy.

Please contact Kelly Shook, Director of Circulation Services (kshook2@kent.edu, 330-672-1648) if you have any questions about replacing library materials.

REPLACEMENT COPY SUBMISSION FORM

Place this form in each replacement book you are submitting, with the top of the form visible from the top edge of the book (like a bookmark.)

Your name
University ID number / Borrower number
Flashline user name (current student/faculty/staff), OR:
Email address (Community/Alumni borrowers)
Book barcode (if book is lost, log in to "My Library Account" to find)

Library staff name
Date received



Library Staff:

Give/Send this item to Kelly Shook at the Kent Campus University (Main) Library Circulation Desk.

Date item accepted	Date item rejected
Date email sent to patron	Staff member initials



University Libraries



University Libraries