

Procedure for Collecting Costs of Lost/Damaged Materials

The Library Technician will generate a Lost or Damaged Materials Invoice that details the items damaged/lost and the resulting charges.

Bookmobile

The Library Technician will send to the borrower as listed in the patron record, or to the parent or legal guardian if the child or student is 17 years of age or younger: 1) A prepared customized invoice and 2) Instructions on how to process the payment for the item(s).

The invoice and instructions may be sent by email or by USPS.

Instructions must include:

1. The amount due, in a personal check or money order, must be mailed to the Utah State Library.
2. The invoice, and the check or money order, must be mailed to:

_____ Bookmobile (fill in the appropriate county)
Utah State Library
250 N 1950 W, Suite A
Salt Lake City, UT 84116

3. The patron may make a copy of the invoice to keep for their records.

The invoice must be prepared from the list of customized invoice templates on the Staff Website under “Budget” on the Bookmobile page. The template of the appropriate county must be filled out with all relevant information.

Utah State Library

1. When the invoice and payment are received at the Utah State Library the appropriate staff will record the receipt of the funds.
2. Paperwork and payment will be stamped, approved, and given to staff in the Financial Office for processing.
3. Funds will be deposited promptly at USL and credited to the Bookmobile Library account.
4. Information on the credited amount will appear in the monthly budget for the appropriate bookmobile under the Library Books and Pamphlets (6251) object code.

REFUNDS

Should a patron locate a lost item within six months of a paying for the item and return it in good condition to the library, the payment (less the \$5.00 processing fee) may be refunded. A proof of payment is required. After six months past the payment date no refund will be paid. Please contact your supervisor to process the refund.