

SWAN Lost Book and Reconciliation Policy
October 10, 2001

The policy outlined below is to be followed if a patron from a SWAN institution loses or damages a book borrowed from a SWAN library other than the patron's home library. A lost book is defined as a book which has been received by the borrowing library but not returned. Books with a status of *In Transit*, *Returned Too Long*, or which have broken links will not be considered lost. The **lending library** is responsible for billing the patron and collecting any fees.

1. Patrons will receive 2 overdue notices and a bill for materials borrowed through SWAN which are not returned to the lending library. The first notice will be produced when the book is 7 days overdue and the second notice will be produced when the book is 14 days overdue. A bill will be produced when the book is 21 days overdue.
2. The lost book fee is \$100 plus a billing/processing fee of \$20 per item. **The billing/processing fee may be waived by the lending library if the book is returned. If the book is not returned, the lost book fee and \$20 processing fee will go to the lending library.**
3. The borrowing library may contact the lending library to negotiate for a replacement or a lower lost book fee. It is at the discretion of the lending library whether they want to negotiate. Any special negotiations between libraries should not be part of the reconciliation process.
4. Lending libraries may issue refunds for materials that have been billed, paid for, and then returned before the reconciliation has taken place. The **lending library** may keep or waive the \$20 billing fee.
5. **The patron is responsible for paying the lost book charges and fees to the lending library.** This applies only prior to the reconciliation process. If the item has been reconciled between SWAN institutions, the monies should be paid the patron's home library.
6. Reconciliation between libraries will occur twice each calendar year. November 1st each institution will invoice the other SWAN libraries for materials billed between January 1st and June 30th of that year. May 1st each institution will bill the other SWAN libraries for materials billed between July 1st and December 31st of the previous year.*

At the time of reconciliation, the lending library will send the patron's library a notice stating (at minimum) the patron's name, address, book title(s), and original billing date(s). The patron's home library will then have the option of paying the lending library \$120 per item or replacing the item with a new, exact copy (ISBN used as reference) or newer edition plus the \$20 processing fee. The payment or replacement arrangements will be initiated within the month of reconciliation (May or November).

The borrowing library will add a note to the patron record at the time they make their payment and/or provide a replacement for the lost item(s). When the payment is received by the lending library, they will add a note indicating that the payment and/or replacement has been received and remove the amount of billing from the patron record. **All blocks will be left on the patron record.**

*The first SWAN reconciliation is scheduled to be November 1, 2001 to reconcile for all materials billed since SWAN went "live" in August of 2000.