

Hedberg Public Library
A206 Claimed Returned Material
Board Policy
Last update - July 2005

Patrons who have received overdue notices for material that they feel certain has been returned may claim the material returned. Patrons must contact a staff member in the circulation department to claim an item returned.

After a patron has claimed that an item has been returned no further notices are generated for that item. As a general guideline, a patron may have no more than three items with claimed returned status on his/her record at one time. There may be situations when staff feel more than three claimed returns are justified. An item remains claimed returned on a patron's record until that item is located or purged from the library's automated system after three years.