
Board Policy



Refund Policy

Pierce County Library System staff are authorized to instruct the Library's Finance Department to issue refunds for payments for fines, lost items and damaged materials. When a customer returns a cataloged* item that had been declared lost and was subsequently paid for, a credit for the cost of the book is automatically posted to the customer's record. The customer may request that the credit be exchanged for a refund. In such cases staff will send a copy of the receipt to the Library Finance Department with a request that the Library issue a refund.

Before refunding a credit to a customer with fines on their library account, the Library will pay the fines with the credit and refund only the credit remaining thereafter.

NOTE : The Finance Department. periodically sends letters to customers with more than \$10.00 credits and invites them to request a refund, regardless of how long the credit has been on the customer's account.

*A cataloged item is an item currently in the catalog. Long-dormant files are purged during annual file maintenance. If enough time elapsed since the lost and paid process began (usually 2-3 years), the file would have been purged, the item will not be recognized by the catalog, and no refund will be given.