

Lost Items & Replacement Costs

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What to do if your library loans are lost, stolen or damaged

Our [library regulations](#) state that "where materials are not returned then replacement costs for items will be charged".

If you believe you have lost an item borrowed from the library or it has been damaged, please let us know as soon as possible. Please speak to a member of the library supervisory team in office ML015 (located near the library exit) or contact us by phone on 023 8031 9680 or email library.loans@solent.ac.uk

If you lose items as a result of a theft, you may be able to claim the replacement costs due to us, from your insurance company. To do so you will need to report the theft to the police and obtain an incident number from them.

Charges for lost items

We will have to charge you for the replacement of lost or damaged items. The charges are as follows:

- **Books** - the actual cost of replacement will be charged and will be the cost of the same or an equivalent edition.
- **Journals** - £15 per issue
- **CDs and DVDs** - £15 per lost CD or DVD

If you do not let us know that an item has been lost, we will send you an invoice for it. This will list the replacement costs. When you have paid for a lost item, please keep your receipt safe. If you find lost item(s) within 3 months, we can normally refund the payment.

Please note that from 1st October 2012 a non-refundable administration charge of £5 will apply per invoice issued.

Library policy on accepting replacement copies

We may accept a replacement copy of a lost, stolen or damaged item, please contact one of the Supervisors to discuss this as it needs to be approved first. (see contact details above).

Please note the following points:

1. The replacement must be the same title as the one on your loan record.
2. It must either be a new copy or a secondhand one in good condition i.e. a book or journal must be intact and have no loose, torn or missing pages; the binding will be good; there will be no highlighting or marking/annotating of the text. A replacement CD or DVD must continue to play correctly and come with its box or case intact.
3. We reserve the right to decline a replacement item if it is deemed unsuitable and to issue and invoice for the replacement cost instead.

If you have supplied us with a replacement copy of an item and you subsequently find the missing item you can keep that copy.

Items borrowed from another library

Please note that different charges apply for lost items we have borrowed for you from another library (inter-library loan). Such replacement charges will be much higher and you should contact document delivery staff immediately if such items are lost. They can be contacted in ML014 office, or call them on 023 8031 9411 or email ill-ml@solent.ac.uk