

Claims Returned/Never Had

The Gilford Public Library will renew items under a patron's card when a patron claims he/she returned the items or never had the items. If after 2 months and a thorough search the items have still not been found, the item will be checked in under Claims Returned. The library will then place a message on the patron's card that will be kept on the record for 12 months. Patrons are permitted one "Claims Returned" on their account at a time. In the event of a second incident, the patron is responsible for full replacement cost of the item.