

[Greendale Public Library](#)

5647 Broad St
Greendale, WI 53129
414-423-2136

www.greendalepubliclibrary.info
[@GreendalePublicLibrary](#)

I lost an item. What should I do?

If you have lost or damaged Greendale Public Library materials you will need to pay for the cost of the item, which includes a non-refundable \$5 processing fee. Purchase of item for replacement is not permitted.

We can accept payment for lost materials from other Milwaukee County libraries, but be advised that their refund policy may differ from ours.

Before paying for a lost item be sure to request a shelf check!
(See back for details)

I found an item I already paid for.

If you find a lost item *in good condition (determined by librarian)* within 90 days of paying for it, you may return it and request that the library refund the cost of the item.

- Must show payment receipt
- \$5 processing fee is non-refundable
- Collection Agency fee is non-refundable where applicable. Other libraries in Milwaukee County may have different refund policies



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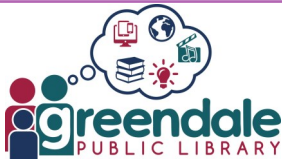
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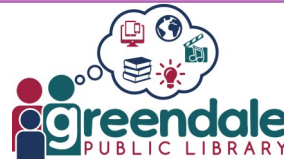
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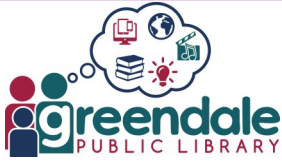
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I returned an item, but it's still checked out to me.

If an item is still appearing on your account, but you believe you have returned it, you can request that the library staff do a search of the shelves for the item in question.

- ◆ A shelf check must be performed by a library employee.
- ◆ We will perform two searches: one at the time of your request and a second within the following week.
- ◆ If we find the item on the shelf, we will immediately check it in and waive all associated fines.
- ◆ If we do not find the item on the shelf, you will be held responsible for all of the associated fines and fees.
- ◆ Please note that a search or search request does not halt the billing process.



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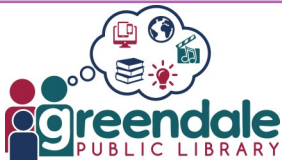
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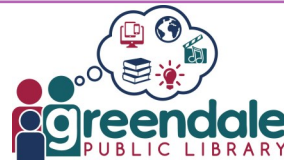
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