



MELROSE PUBLIC LIBRARY

Patron Payment Refund Policy

The Melrose Public Library supports its mission of providing a portal for all to explore, imagine and engage. The library is where literacy, local history and community connect!

Library material is available for loan; return of damaged items or unreturned items may incur fees up to and including the replacement cost of the item. Should a patron pay for an item believed to be lost and then find the item (in good condition), a refund will be issued. Such a refund is limited to a 30-day period from the original payment, with receipt or proof of credit card payment.

Exceptions to this policy may be made at the discretion of the Board of Library Trustees as it deems in the best interest of the library and the community.

Approved by Trustees February 5, 2013
Revision approved: December 21, 2021
Revision approved: September 13, 2023