

The background features abstract, overlapping geometric shapes in various shades of green, ranging from light lime to dark forest green. The shapes are primarily triangles and polygons, creating a dynamic, layered effect. The central text is set against a white background that is framed by these green shapes.

Proposal To Change Madison Public Library's Materials Refund Policy

Current Refund Policy

If a lost item is found and returned, the time limit for a refund is 6 months after the item has changed to a Lost status.

Proposed Refund Policy

If a lost item is found and returned, the time limit for a refund is 3 months after the item has changed to a Lost status. Refunds under \$10 will not be issued. There is a limit of 3 refunds per calendar year.

April - Dec. 10th 2024 Refund Numbers

- ▶ The Library/City Finance issued 250 refunds
- ▶ 71 refunds were issued for items returned after 3 months
- ▶ 64 refunds were under \$10
- ▶ The cost to the City to issue a refund is approximately \$50
- ▶ 19 out of 50 SCLS libraries offer no refund if an item is returned

2024 Refunds By City Department

▶ Department	Refunds	Average Amount
▶ Building Inspection	30	\$2021.83
▶ Clerks Office	10	\$1431.75
▶ Engineering	58	\$19,281.21
▶ Finance	77	\$332.64
▶ Fire Department	2	\$817.50
▶ Library	283	\$21.88
▶ Metro	3	\$451.42
▶ Monona Terrace	72	\$2908.84
▶ Parks	27	\$273.46
▶ Public Health	5	\$604.88
▶ Traffic Engineering	3	\$12,028.73
▶ Treasurer	1	\$2064.00
▶ Water Utility	72	\$346.44

Reasons for Changing the MPL Refund Policy

- ▶ Changing the time limit for refunds from 6 months to 3 months will encourage patrons to look for lost items in a more timely manner.
- ▶ Changing the time limit for refunds from 6 months to 3 months and eliminating refunds under \$10 will reduce the amount of staff time and money spent to process refunds.
- ▶ Limiting refunds to 3 per year would discourage patrons from paying for items before looking for them and then expecting a refund.
- ▶ Why not eliminate refunds completely? From an equity standpoint, we don't want to penalize someone who does the right thing and pays for an item they believe is lost and then finds it within the 3 month time frame.