

THE ALBERTA LIBRARY CARD: CLAIM FORM FOR LOST ITEMS

	Borrower's Home Library	Author, title of lost book (for non-book items, list artist/creator and title)	Replacement cost (list pricing source)
1			
2			
3			
4			
5			

 Library Name

 Date

 Address

 Authorized signature

Claims should be submitted once a year, by December 31. Please attach documentation according to guidelines on reverse.

Return to: The Alberta Library, 6-14, 7 Sir Winston Churchill Square, Edmonton, Alberta T5J 2V5

Questions? (780) 414-0805 talcard@thealbertalibrary.ab.ca

The Alberta Library Card Guidelines for Submitting Claims for Lost Items

After both the lending and home libraries have exhausted all normal means of obtaining overdue materials from the borrower, the lending library may submit a claim to The Alberta Library.

How to make a claim

- ❖ Complete the reimbursement form.
 - ❖ Please note that the client's name should not be linked to the items borrowed on any documentation sent to The Alberta Library.
 - ❖ Each item lost must be listed individually and, wherever possible, documentation provided to support the claim for reimbursement. Documentation should be attached.
 - Examples of acceptable documentation for overdue notices having been sent:
Photocopy of overdue notice with client's name blocked out, **or**
Statement that overdue notices were sent, along with details such as dates, **or**
Duplicate of computer-generated notice, with client's name blocked out.
 - Examples of acceptable documentation for reimbursement cost:
Photocopy or printout from a recognized, standard book pricing guide, **or**
Photocopy of lost book notice with client's name blocked out, **or, for non-book materials,**
Printout of cost information from an online retailer of the item in question
 - ❖ Replacement costs for lost materials must be documented by an overdue claims notice or by a recognized standard book pricing source and cannot exceed \$200 per item. If a book is out of print, The Alberta Library will reimburse the average price per volume in the appropriate category from the Bowker Annual, unless the library provides other documentation. If a non-book item is no longer available, TAL will reimburse the average price per item based on the averages used by the Calgary and Edmonton public libraries.
- ❖ Claims should be submitted once a year, by December 31.