SUBJECT: Printing, Copying, and Vending Refunds

NUMBER: 5.6

1. Purpose

To establish a policy for issuing refunds in the event of photocopier, printer or vending machine malfunctions.

2. Policy

Due to the limited cash on hand, the Library does not give refunds from its cash drawer. The Library will correct printing and copying errors by reprinting or recopying for the patron using a library department card. The Library will refer patrons to card services for vending machine refunds.

3. Procedures

• Printing & Photocopying:
  o The staff at the Library Services Desk at Hilton M. Briggs Library will rectify illegible printing or photocopying problems due to library equipment failures by reprinting or recopying the material using a library department card.

• Vending Machines:
  o The library does not own the vending machines. Refunds are handled by Card Services.

4. Related Documents

Note that Card Services does not have any written refund policy for the vending machines.

5. Responsibility

The Head of Public Services or designee is responsible for implementation, enforcement, and ad hoc review of this policy and annual review of procedures. The Chief University Librarian is responsible for review and approval of this policy and associated revisions.