

MOUNT PROSPECT PUBLIC LIBRARY CIRCULATION SERVICES REFUND POLICY

Policy

Charges incurred on patron accounts are generally not refundable after payment.

Procedure

1. Because the library quickly replaces lost or damaged materials, an item found by a patron for which a “lost material” charge has been paid may not be returned for refund.
2. Upon patron request and verification by library staff, payment of an incorrect charge to a patron account will be refunded in the same format as the original payment whenever possible. Circulation will offer credit card refund if applicable or cash, check, or account credit (credited to patron’s library account) depending on the amount and patron’s preference.
3. To inquire about a charge on your library card record or a potential refund, please call the Library at 847/590-3624.

Online Payment Privacy Policy

Payment information will be kept confidential and will not be stored, shared, or used for any other purpose than the purpose of the immediate transaction.