Lost or Damaged Board-Adopted Textbook Procedures

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I. Overview

**NOTE:** These procedures do not apply to site-purchased textbooks (site purchased copies) or novels.

Board Policy states students are to be held responsible for lost or damaged District-provided instructional materials. To satisfy this responsibility, students may either a.) pay a fine covering the replacement cost of a textbook, or b.) replace the lost or damaged textbook.

Please make your best attempt to recover this cost, referring to the Williams Required Board-Adopted Textbook and Supplementals list for replacement price. District personnel shall afford the student their due process rights and subsequently may withhold the student’s grades, diploma, and transcripts until all damages have been satisfied. As provided by law, the parent/guardian of a minor shall be liable for all damages caused by the minor’s misconduct (Education Code 48904).

Site personnel will notify the student’s parent/guardian of the alleged misconduct before withholding grades, diploma, and transcripts. If the parent/guardian or student is unable to pay for the damages or replace or return the property, the site administrator shall instead provide a program of voluntary work for the student. When the work is done or the fine is satisfied, the student’s grades, transcripts, and diploma shall be released.

II. Collecting Fines

The TPC will complete the Lost or Damaged Textbook Fees form (also available in Spanish, Russian, and Ukrainian), give a copy to the parent/guardian, keep a copy for the school records, and provide a copy to the site staff who will receive payment. The State Department requires the District to maintain this form as proof that recovery cost was attempted.

Additionally, the TPC will mark the textbook as “lost” in the Follett Destiny system and assign a fine. (NOTE: If the textbook is currently checked out to a teacher, the book must be reassigned to a student before assessing the fine.) Upon receiving proof of payment of the fine, the TPC will note the payment in the Follett Destiny system. For more information on working with fines in Follett Destiny, see Managing Fines.

The student should make the payment to the site personnel responsible for receiving monies at the school (secretary, controller, etc.). Checks should be made payable to San Juan Unified School District. The student is to be issued a receipt upon payment of the fine. The payment is to be deposited into the central account noted below. Additionally, “proof of payment” (copy of receipt, etc.) is to be returned to the TPC so they can record the payment in the Follett Destiny system. Board-adopted textbooks that have been paid for in full by a student become the property of the student and shall not be part of the campus inventory.
Once the fine has been paid, a copy of the Lost or Damaged Textbook Fees form, a copy of the receipt, and a copy of the WHIZ must be sent to Business Support Services – Instructional Materials (see “Contact”, pg. 6). If multiple fines are deposited on one WHIZ, there should be a clear breakdown of all fines deposited, and all associated paperwork (copies of “Lost or Damaged Textbook Fees” form, receipt, and WHIZ) should be sent together. For examples of proper documentation for multiple fines, please see Attachment A.

Board-adopted textbook fine payments for the cost of replacing an entire book (not repair costs) are to be deposited into the central account: 01.5.0.8689.8250.1810.0000.231.000. These funds will be used on instructional materials as required by law.

Please see below for a list of suggested fines:

<table>
<thead>
<tr>
<th>Fine Description</th>
<th>Fee</th>
</tr>
</thead>
<tbody>
<tr>
<td>Lost textbook</td>
<td>Full price</td>
</tr>
<tr>
<td>Excessive markings</td>
<td>Full price</td>
</tr>
<tr>
<td>Severe water damage or mildew</td>
<td>Full price</td>
</tr>
<tr>
<td>Excessive pages torn out of book (considered total loss)</td>
<td>Full price</td>
</tr>
<tr>
<td>Markings in book *</td>
<td>$0.50 per page</td>
</tr>
<tr>
<td>Torn pages *</td>
<td>$1.00 per page</td>
</tr>
<tr>
<td>Water damage (edges of book) *</td>
<td>$10.00</td>
</tr>
<tr>
<td>Broken or bent book cover/binding (book in usable condition) *</td>
<td>$10.00</td>
</tr>
<tr>
<td>Barcode missing or damaged (book not reported lost by other students) *</td>
<td>$10.00</td>
</tr>
</tbody>
</table>

* Repair costs are to be deposited into a site budget line to cover cost of repair and handling.

III. Replacing a Lost or Damaged Textbook

In lieu of paying a fine, a student may instead choose to replace a lost or damaged textbook by purchasing a copy from the vendor of their choice. For the book to be an acceptable replacement, it must match the ISBN of the lost or damaged textbook, be in good condition, be currently in use, and not be in its final semester of use.

The replacement copy should be given to the TPC. Upon receipt of the replacement copy, the TPC will waive the student’s fine and add the new book to the site inventory in Follett Destiny.

NOTE: Waiving a fine is not the same as indicating it was paid. Please ensure the fine is waived to avoid the potential automatic generation of a refund in Follett Destiny. If a student chooses to replace a lost textbook, a refund cannot be issued if the lost textbook is returned.
IV. Returned Lost Textbooks

If a Board-adopted textbook is returned after payment is made, the parent/guardian may need to be reimbursed. Refunds may be issued for cases in which lost or misplaced Board-adopted textbooks are found and returned in usable condition, provided the textbook is still currently in use and proof of payment can be demonstrated.

To request a refund, send the following to Business Support Services – Instructional Materials:

- **Textbook Fine Refund form.**
- Copy of “proof of payment” receipt.
- WHIZ deposit ticket showing deposit of fines in the central account listed above.
  - For WHIZ deposits containing multiple fines, you must provide a breakdown of all textbook fines deposited. (See Attachment A for examples.)
- Copy of student’s Follett Destiny patron status showing payment of fine.

**NOTE: Refunds will NOT be issued without this supporting documentation.**

Reimbursements are handled via requests for direct payment. BSS – Instructional Materials (not the requesting site) completes the request and sends this and supporting documentation to the Accounting Department. After the request for direct payment has been submitted, BSS – Instructional Materials will record the refund in Follett Destiny and notify the site’s TPC and controller/secretary.

A check will be issued and sent to the parent/guardian for reimbursement. The Accounting Department issues checks each Thursday.

V. Frequently Asked Questions

1. **How do I get a replacement Board-adopted textbook?**

   If a Board-adopted textbook is lost or damaged, please notify the Textbook Point of Contact (TPC) at the site. If there are no additional copies of the book on site, the TPC will request a new Board-adopted textbook through the Follett Destiny system. A replacement will be delivered after verification has been made of the lost/damaged textbook.

2. **How long does it take for a fine to be refunded?**

   Please allow a minimum of four to six weeks for processing.
3. Why can't my principal sign off on the request for direct payment?

Only the Director of Business Support Services can authorize payments from the central budget code where textbook fines are deposited.

4. What if a student wants to pay a textbook fine from another site?

Accept the payment and deposit into the central account according to procedures listed above. Contact the District Instructional Materials Technician (see “Contact”, pg. 6) to enter payment of fine in student’s Follett Destiny patron record.

5. What if a student requests a refund for a fine paid at another site?

Students must return to their previous site to request a refund, as only the site that processed the payment will have the paperwork necessary to complete the refund process.

6. What if a student is due a refund for a returned textbook, but they still have other outstanding fines?

Refunds should not be issued to students with outstanding fines. Notify the student that they have outstanding fines to which they can apply their refund. Make sure you document that you are using a refund to pay off a fine, on the possibility that the other books may be returned in the future and a refund or refunds actually need to be paid out.

7. How long should an unpaid fine remain on a student’s record?

As long as a student remains in the District, a fine should remain on their record until it is satisfied. Textbook fines may be removed from the Follett Destiny system one year after the student graduates or has otherwise left the District.

8. I have a textbook with significant mold damage. Does it need to be kept on site as proof of damage?

Because mold can present a health risk, staff cannot reasonably be expected to keep such books on site. If a book is deemed unusable and potentially hazardous, photographic documentation of the damaged book (including relevant identifying features such as the book’s title and barcode) can be kept in lieu of the physical copy. After this documentation is obtained, the damaged book may be recycled on site.
9. How should I handle fines for textbooks which are becoming obsolete?

Textbook losses impact future classes, as the district must purchase copies to replace those which were lost. For this reason, students are still held responsible for past losses even if the book has eventually become obsolete. Exceptions to this guideline are books which have been lost in the final semester of a book’s adoption, as these losses have a much less significant impact on the district as replacements no longer need to be purchased. For textbooks which are being replaced by a new adoption, please use the following guidelines in assessing fines:

- Do not assess fines for losses after the start of the final semester.
- Any fines which may have already been assessed since the start of the final semester shall be waived or deleted.
- Replacement copies in lieu of a fine will no longer be accepted after the start of the final semester.

VI. Communication to Parents/Guardians

Standard letters for communication to parents/guardians regarding student textbook responsibility are located on the District’s public website. These letters are available in English, Spanish, Russian, and Ukrainian, and can be utilized in beginning of the school year packets and newsletters.

VII. Contact

- Robert Bright
  
  *Instructional Materials Technician*

  **Business Support Services – Instructional Materials**

  **Phone:** (916) 971-7055

  **E-mail:** Robert.Bright@sanjuan.edu