

PATRON-OWNED CD/DVD REPAIR POLICY

1. Patrons and visitors may bring their CDs, DVDs, and Game CDs to Spencer Public Library for deep scratch repair. Each disc must be submitted in a plastic sleeve or case.
2. Library staff will attempt to repair discs for a fee of \$2.00 using an ECO Smart Disc Repair System machine.
3. Patrons must complete an owner information slip for each disc they submit for repair.
4. Turn-around time for completion and pickup of the disc will be approximately 2 days. (For example, if a disc is dropped off at the library on a Monday, it will be available for pickup on Wednesday afternoon after 1:30 PM. If a disc is dropped off on a Friday or Saturday, it will be available for pickup on Monday afternoon after 1:30 PM)
5. If patrons prefer to have their disc repaired while they wait, they may do so. Turnaround time for "while you wait" will be 15 minutes per disc or less. If staffing problems make "while you wait" impossible, discs will be repaired as soon as possible at the regular charge.
6. There is no limit to the number of discs a patron may bring in for repair at one time. However, appropriate turnaround time must be negotiated if more than 5 discs are brought in for repair.
7. If the damage is not repaired on the first attempt, library staff will try again using stronger methods at no extra charge. The re-do request must be received within two weeks of the first repair. If the second repair fails, the patron may request a third attempt for a charge of \$1.00 but there can be no guarantee of success. Library staff may determine that a disc is damaged beyond repair upon physical examination of the disc or after the highest-level repair attempt fails twice.
8. Patrons are responsible for picking up their discs in a timely manner. If the disc is left at the library for more than two weeks, library staff will make one phone call as a reminder. If the disc is left at the library for more than six months, it may be added to the library collection, sold, or disposed of in some other manner.
9. Spencer Public Library cannot be held liable for permanent damage to discs that are already damaged. The library will only replace discs or pay for damages if the disc is physically cracked or broken by library staff or if the ECO machine shreds, cracks, or breaks the disc.
10. Library staff reserve the right to refuse repair service on any CD or DVD that they determine to be detrimental to the ECO machinery, in violation of state and federal laws, or is contrary to basic library philosophies and policies.