

## **Fines, Fees and Overdue Materials Policy**

### **Breakdown of Fines and Fees**

#### **Fines**

- \$.50/day for videos and DVDs, up to \$5.00/item maximum
- \$.25/day for all other items, up to \$5.00/item maximum

#### **Fees**

- \$2.00 replacement card fee (cost to replace card)
- \$.15/page for printing
- Non-Resident Library Cards
  - \$85.00 for one year
  - \$50.00 for six months
  - \$25.00 for three months

#### **Blocked Cards**

The library will suspend borrowing and 2-hour internet privileges when outstanding charges reach \$10.00 or more on an account, or when a bill is 45 days past due.

#### **Collecting Fines & Fees**

Staff can accept cash or check from patrons to pay outstanding bills.

Patron receives a receipt when: paying their personal account, proxy account where they are listed or an account for which they have the library card in hand.

#### **Patron Notification of Fines & Fees**

- Patron will be notified, either at a public service desk or over the phone:
  - If they have a fine or fee
  - What the fine or fee is for
  - How much the fine or fee is
- For patrons with emails listed on their account:
  - A 3-day courtesy notice is sent before the due date
  - For overdue item(s), a notice is sent after an item is seven days overdue, and an additional overdue notice is emailed and mailed after item is three weeks overdue. A final overdue notice is emailed and mailed two weeks before item(s) is withdrawn and billed to the patron's account.
- For patrons with no email listed
  - U.S. Mail notices are sent for overdue items that are seven days overdue, and an additional overdue notice is mailed after the item is three weeks overdue. A final overdue notice is mailed two weeks before item(s) is withdrawn and billed to the patron's account.
  - A 3-day courtesy notice is NOT sent before the due date.
- U.S. Mail Notices are printed daily
- Failure to receive any of the above notices does not exempt the patron from receiving an overdue fine. The patron agrees to return the item on the due date given at the point of checkout.

### **When We Have a JR-to-Adult Card with Outstanding Charges**

- Responsibility for outstanding fines & fees on a JR card will be assigned to the signing parent or legal guardian listed on the JR account.
- The parent/legal guardian will be contacted via phone or email to alert them to this outstanding bill.

### **Long Overdue Material**

After **six months**, overdue items will be automatically discharged, billed to user, the item information retained on the patron's account, and removed from the catalog. At this point, the patron will need to pay for these items even if items are returned.

### **Payment process**

- Patron may keep the books if paying in full.
- If the patron needs to discuss options other than payment in full, an appointment may be made with the Overdue Technician or a Library manager.
  - Patron should bring all long overdue items with them to the appointment.
- Appeal process
  - A patron may appeal the above process to the Library Director. The Library Director shall have the final authority to make any adjustments to the patron account.

### **Damaged Items & Missing Parts**

- Patrons will be billed for items returned damaged or with parts missing.

### **Lost Items**

If an item is lost:

- The item will be billed to the patron's account.
- If the item is found after the patron pays for it, the patron has **six months** to get a refund.