

AR 3180 - Fees and Fines

Purpose

The purpose of the administrative regulation is to cultivate organizational efficiency with procedures that ensure effectiveness. For efficiency, the *Library* is responsible for developing consistent guidelines for adequate service operations. The Administrative Regulation involves fee assessments and other applicable fines.

Individual Fee and Fine Assessments

In accordance with Administrative Regulations (AR) 3001 - Registration for Library Cards, borrowers including deployed military servicemembers that are responsible for borrowed material including any assessed fee or fine must consistently adhere to these procedures:

- 1) Fees and fines are administered for damaged, lost, overdue and missing material;
- 2) Unpaid fines in excess of ten (\$10.00) dollars, may encumber borrowing privileges and other services:
 - a) A minimum payment of fifty (\$.50) cents is required prior to borrowing material; and
 - b) Per library visit, a minimum payment of three (\$3.00) dollars is required before computer use resumes
- 3) Excessive fees and fines of twenty-five (\$25.00) dollars or more are forwarded for all individuals (e.g., staff trustees, Seniors, veterans) to a collection management service;
- 4) Staff, trustees and Senior residents are exempt from fines for items returned after the due date and /or considered late or overdue;
- 5) Borrowers that claim to be a military veteran of war, generally or dishonorably discharged are also exempt from overdue fees; and
- 6) Staff, trustees, Senior residents and veterans are responsible for the following:
 - a) Collection management service fees;
 - b) Fees for damaged, lost, missing or stolen items; and
 - c) Library processing fee of ten (\$10.00) dollars

Borrower's Responsibility to Return Material and / or Pay Fee Assessments

Failure or the inability to return borrowed library items result in the direct violation of AR 3001 - Registration for Library Cards. All borrowers including deployed military servicemembers must adhere to these rulings:

- 1) The signed AR 3001 - Registration for Library Card serves as the contractual agreement between the *Library* and the borrower; and
- 2) In accordance with AR 3001, borrowers identified as deployed military servicemembers are also solely responsible for borrowed material and the administered fees and fines:
 - a) The Servicemember's Civil Relief Act states either individuals called to active military (e.g., Air Force, Army, Coast Guard, Marine Corp, Navy) duty, or the deployed service member must present an order of the court; and
 - b) Borrowers deployed for military purposes that fail to return material, are required to submit a court order that relinquishes assessed fees

Waiving Fee and Fine Assessments

At the discretion of the Circulation Services Librarian, administered fees and fines may be waived. The following incidents are deemed serious in nature including; but not limited to:

- 1) Emergency hospitalization consistent with the first original due date; and:

- a) Supporting, dated health care documentation;
 - b) Time period for recovery of the incident, illness or injury is not included; and
 - c) Time regarding automatic renewal period
- 2) Death of immediate family member; and
- 3) Automobile accidents
- a) Vehicular accidents must be substantiated with certified police report

Refund Request for Returned Material

- 1) If material is returned in good condition and a refund is requested, the following rules apply:
- a) Without the original cash register receipt, requests for refunds are not honored;
 - b) After ninety (90) business days, requests for refunds are denied;
 - c) Upon approval, only the cost of the item is refunded; and:
 - i. Amounts for overdue fines, processing and collection fees are non-refundable
- 2) If a patron claims to have returned material, the following procedures are administered:
- a) The Resolution Request Form documents the claims return incident; the Circulation Services Librarian conducts the necessary research and authorizes the automated claims return option,; and
 - b) Comments regarding the claims return incident and applicable fees are inserted on the borrower's record

Overdue Material

Books, Magazines, Audiobooks	.25¢ / \$7 Max or Item Cost
Reference Material	\$15 / \$45 Maximum
Movies	\$1 / \$10 Max or Item Cost
Excessive Fees	\$25 Forwarded to Collections

Damaged, Lost or Missing Material

CD Jewel Box	\$5	Page (Clipped, Missing, Marred - \$5 Max)	\$2
Book Jacket	\$2	CD Sleeve Spine Label	\$2
CD Jewel Box Insert	\$2	Software Instruction Page / Worksheet	\$2
Label	\$2	DVD Audiobook Sleeve / Insert / Cover	\$2

Meeting Room Incidentals

Meeting Room Damages	\$10		
Meeting Room Late Cancellation	\$10		
Meeting Room Security Fee	\$50 / \$25	Per Hour After Hours / 25 or More Participants / TBA	
Meeting Room Special Events	\$250	TBA Subject to Board Approval	
Computer Lab Rental Fee	\$150 Per 3 Hrs	TBA Subject to Board Approval	

Other Charges

Public Library Access Card	Determined by State Library		
PLAC Replacement	\$1		
Replacement Card	\$3		
Out-of-State Card	Same as PLAC		
Computer Printout	.10¢ Black & White / .25¢ Color		
Fax per Page	\$1 per Page		
ILL Postage / Photocopy	Other Library for Microfilm Charge		
Nonsufficient Check	\$25 per Returned Check		
Obituary Printout	\$5 per Obituary Notice		
Photocopy Blk /White	.10¢ per Copy		
Photocopy Color	.25¢ per Copy		
Processing Fee	\$10 per Item (Replacement / Removal)	Material Lost / Damaged	Charged per Lending Library
Reference Question	\$5 per Letter including Photocopy fees (Outgoing Service)		
Photograph Duplicate	\$10 plus Duplication Costs from History Room		

Material with Media Insert

Full Charge	Item Returned without Insert (Integral or Critical Part of Item)
Partial Charge	\$3 for Item Returned without Insert (Not Part of the Work or for Available Copy)
No Charge	Missing Insert (Peripheral in Nature)

AR 3034 - Reference Resource Material
AR 3123 - Overdue Notices
AR 3126 - Refund Payment for Lost Material
AR 3311 - Resolution Request Procedures

AR 3119 - Claims Return
AR 3124 - Damaged Material
AR - AR 3127 - Material Destroyed
AR 3311.1 - Resolution Request Form

AR 3120 - Fines for Overdue Material
AR 3125 - Payment for Lost Material
AR 3128 - Waiving Overdue Fines