

Canal Fulton Public Library Fines, Fees, and Notices Procedures

If a patron exceeds the allotted loan period, the overdue items will incur the following notices and fines. If a patron asks what they would be charged if they cannot find a missing item (in a set), you can use the replacement cost list.

I. Notices:

- Overdue notices are generated automatically and mailed to the patron.
 - First Notice = 7 days overdue.
 - Final Notice = 14 days after the item's due date.
 - Notice of Unresolved charges = 30 days after the item's due date. (This is a bill for the cost of the item(s).)

II. Fines & Fees:

- Late Fee amounts: The following charges apply to Adult, Young Adult and Juvenile items...
 - **.10 per item/per day** for all Books, Cd's, Audio Books, etc. (Magazines: New issues come up as .50/day, but must manually be reduced to .10/day.)
 - **.10 per item/per day** for all DVD's, and "Browsing Collection" items (Browsing Books and DVD's).
 - Fines may vary on equipment and Interlibrary loan items.
- Time restrictions:
 - When the item is **30 days overdue**, the patron is charged the price of the item.
 - If the item is **returned after 30 days overdue**, the patron is charged the maximum fine of \$2.00.
- Amount restrictions:
 - Patrons with **fines exceeding \$25.00** will not be permitted to borrow materials until fines are resolved.
 - All outstanding accounts **over \$25.00** are sent to a collection agency if charges are not resolved. At that time, a \$10.00 service fee is automatically added to the delinquent account.
- If an item is **lost, stolen, or damaged**, the patron is charged for the full replacement cost.

III. Replacement Charges (for Lost Items in a set and Library cards):

At times, staff may receive items back that have pieces missing, such as a DVD insert or a DVD etc. Staff should complete the following steps:

- If the patron is aware of the missing piece when they are returning their items, please give the item back and advise them to look for the missing piece. To avoid late fees, try to renew the item for the patron to allow them more time to find the piece.
 - If they claim that they have looked and haven't found the piece, advise them that we can still give them a week to look for it, before the charge will be placed on their account.
 - If they insist that they will not find it, and to place the charge on the account, please refer to the "**Bill a User**" page.
- If the item is already scanned in, and off their record:

- If the patron is still in the Dept. tell them of the missing piece(s) and tell them that we will give them a week to find it before a charge will be placed on their account.
- If the patron has left, search for the last borrower and call the patron. Advise them that we will give them a week to find the missing piece(s) before a charge will be placed on their account.
- Place the item with a note (patron name, phone#, date) in the designated place.
- The breakdown of fines are as follows:
 - Missing Audio CD: **Full Replacement Cost of Set.** (See price listed in system. Not possible to replace a single disc.)
 - Missing Audio Case: **\$10.00**
 - Missing Playaway Case: **\$10.00**
 - Missing DVD (when part of a set): **\$8.00**
 - Missing DVD (**not** part of a set): **Total Cost of Item** (see price listed in system)
 - Missing Insert: **\$1.00**
 - Missing Individual CD or DVD Cases: **\$2.00**
 - Missing Box of DVD Boxed set: **\$5.00**
 - Missing Barcode: **\$0.50**
 - Missing CD-Roms that go with Books (*Especially study guides; test preps; legal forms; and computer books, unless already noted*): **Full Replacement Cost of Set.**
- The replacement cost for lost or stolen library cards are \$1.00.

IV. Collection Agency and Bankruptcy Policy

- **Collection Agency:** In order to protect its investment of public money in library materials and services, the library may make a contract with a collection agency to retrieve long-overdue materials or excessive, long-unpaid fines. We currently have a contract with Unique Management Services.
 - A patron account with total charges of **\$25.00 or more** will be turned over to the collection agency, and a **\$10.00 non-refundable service charge** will be added to the account.
 - The collection agency will contact the patron by phone and mailed letters over the course of the recovery process. The patron will **NEVER** pay any money to the collection agency; all money is paid to the library. If the problem remains unresolved and the patron has gone through the entire collection agency process, remaining delinquent accounts **will** be reported to three major credit agencies.
- **Bankruptcy:**
 - Once the library and/or collection agency is notified that a bankruptcy claim has been filed, collection activity is halted immediately. Collection activity is suspended on the patron's account who filed and any accounts of minor children legally in the care of the filer—as long as the charges were on the account prior to the filing date—until the library and/or collection agency is notified of the outcome of the claim.
 - If the result is a **discharge of debt**—all fines, fees and collection agency charges on the account(s) are waived.
 - If the result is **NOT a discharge of debt**—the patron is still responsible for all fines, fees and collection agency charges on the account(s).