

OVERDUE POLICY

The following fines will be charged for overdue materials at Samuels Public Library:

Books	\$0.10 per item, per day	MAXIMUM \$ 5.00
Cassettes/Books	\$0.10 per item, per day	MAXIMUM \$ 5.00
Mass Paperbacks	\$0.10 per item, per day	MAXIMUM \$ 5.00
Videos/DVDs/MP3 Discs	\$0.10 per item, per day	MAXIMUM \$ 5.00
Magazines	\$0.10 per item per day	MAXIMUM \$5.00
Interlibrary Loans	\$0.25 per item, per day	MAXIMUM \$10.00

Fines and Personal Services Used by Staff, Board Members, and Volunteers

The staff, board members, and volunteers shall pay for any fines owed on overdue materials and shall pay for any personal services used at the library.

Overdue Notices

A first notice will be sent when a book is 15 days overdue. A second notice will be sent when a book is 30 days overdue. A third and final notice will be sent when a book is 45 days overdue. When items reach 60 days overdue, the cost of the item plus a \$10 fee (per batch) will be charged to the patron's account and submitted to Unique Management Service of collection.

Claims

A "claims returned" occurs when a patron has received an overdue notice and is claiming that he/she has returned the material. If the item cannot be located on the shelf, the staff member should explain to the patron that the records show the item has not been returned but that the library will look for it and request they do the same. By final notice, if the item is not located but the patron feels confident that he/she returned it, invite them to complete a "Claims Form". Three claims will be accepted.

A second type of claim may occur when a patron says he/she never checked out the item listed on the overdue notice. A claims form should be completed immediately in this case. Again, three claims will be accepted.

Lost or Damaged Materials

A patron is requested to pay for material when returned in a damaged condition. Charges for repairs will be assessed at the discretion of the librarian. If an item has to be replaced, a full charge will be assessed as determined from Books in Print or a like source, plus a \$5.00 processing charge.

Patrons who pay for lost library materials may have the cost of the item, less a processing fee of \$5.00 per item and any outstanding balances on the patron's card, refunded by check from the business office if the item is returned within six months of payment or at the discretion of the librarian. The item must be presented with the record of payment.

The replacement cost for paperbacks is \$5.00 per book.

Suspended Library Privileges

When library privileges are suspended, the patron may not borrow materials or use the public computers. Library privileges are suspended for the following reasons:

- 1) Patron has received a final notice for unreturned library material, or
- 2) Patron owes \$5.00 or more in outstanding fines, or
- 3) Patron owes for lost or damaged library material.

Exceptions to suspension of privileges due to reason #2 or #3 can be made only when the patron has agreed to a payment plan approved by the Library Director and is currently in compliance.

Bankruptcy

Library privileges are suspended for patrons who have declared bankruptcy if they still have unreturned library materials on their account. Patrons whose library privileges are suspended for any reason may not sign for a minor child's library card.

(Revised 3/30/2009)

(Revised 7/11/2011)

CLAIMS FORM

Claim is for:
(check one)

_____ Item(s) Returned

_____ Item(s) Not Checked Out

Fill in name/address of the library cardholder who received the overdue notice:

1) _____
Last Name First Name MI

2) _____
Street address or P.O. Box

_____ City State Zip

3) _____
Phone Number Library Card Number

4) _____
Book Title Bar Code Number Date Due

_____ Book Title Bar Code Number Date Due

_____ Book Title Bar Code Number Date Due

If more than three, list on back. Please attach a copy of the overdue notice, if available.

Signature of Person Filing Claim Date

For Library Use Only

_____ First _____ Second _____ Third

Entered into computer _____

Signature of Staff Member _____