

TITLE: Fines and Fees

POLICY NUMBER: 420-1

EFFECTIVE DATE: 09/16/20

REVIEW DATE: September 2020

SUPERSEDES POLICY NUMBER: 420



WAUKEGAN PUBLIC LIBRARY
putting quality in your life ■■■■■■■■■■

1. Purpose: To outline the fines and fees associated with the use of the Waukegan Public Library.
2. Fines: The Waukegan Public Library eliminates all fines on materials as a barrier to access. Due-dates still apply to all items borrowed, and items may be eligible for renewal.
3. Overdue Notices: Patrons are expected to return or renew items by the due date listed on their receipt or account. Overdue notices are a courtesy service and may be sent via USPS or email. Patrons are encouraged to provide a current email address to ensure timely delivery of the notice. Overdue notices are sent out in the following manner –
 - a. 3 days before due date – email sent (if on file)
 - b. 7 days after due date – email sent (if on file)
4. Fees: Fees on items allow the library to replace items or recover losses.
 - a. Lost items – value of item listed in catalog
 - b. Damaged items – value of item listed in catalog
 - c. Mending fee – assessed on a case by case basis and extent of mending needed
 - d. LINKIN items – value set by library consortium subject to the agreement and procedures
5. Fee Threshold: A patron's account is BLOCKED when fees accumulate to \$25.00 or greater. Patrons will not be able to check out items, renew items, or reserve items until the total bill is below \$25.00.
6. Fee Payments: The following are acceptable ways to reduce a patron's bill.
 - a. Payments in cash, personal check, or debit/credit card.
 - b. Waivers may be granted by a Manager and are noted in the patron record.
 - c. Special Promotions in which the library provides a reduction of fines/fees in exchange for a donation, e.g. "Food for Fines" program. These are usually time and amount limited programs run at the discretion of the Executive Director.
7. Cancellation: Patrons with fines/fees over five (5) years old may request a review of their record to have the fines forgiven.

TITLE: Fines and Fees
POLICY NUMBER: 420-1
EFFECTIVE DATE: 09/16/20
REVIEW DATE: September 2020
SUPERSEDES POLICY NUMBER: 420



8. Refunds: Unreturned items are considered LOST after 60 days and a bill is placed on a patron's record until the item is returned or the bill paid. Refunds for paid items are not issued after thirty (30) days from date of payment.
9. Citations and Related References: None.
10. Enactment: By the enactment of this policy, the Board of Trustees of the Waukegan Public Library concurrently rescinds any prior policy or procedure within the Library that is either in conflict with or expansive of the matters addressed in this policy.

Adopted by the Waukegan Public Library Board of Trustees, September 16, 2020.

Ms. Sylvia England
President, Waukegan Public Library Board of Trustees