

# Fines & Fees

## What should I do if my records disagree with the library's records for my returns or fines?

### Question:

What should I do if my records disagree with the library's records for my returns or fines?

When checkout discrepancies occur, the library initiates internal searching and other review procedures. The library relies on patron feedback to report discrepancies so the internal reviews can be done.

Patrons are financially responsible for materials checked out on their cards. In instances where good faith efforts do not resolve the problem, patrons may ask for special consideration on a case by case basis. Such claims must be made in a timely manner. The library will balance the "benefit of the doubt" for an individual patron while also acting as good stewards of the collection. The library will not accept claims for items long overdue/billed. Repeated claims are declined.

### Fines & Fees

Updated by Bill W. on November 16, 2011 [Add new comment](#)



## What if I can't afford to pay off my fines/fees?

### Question:

What if I can't afford to pay off my fines/fees?

We have a **Fine Option Program** available. If you are 14 or older, you may arrange to volunteer in the library in lieu of paying fines. A credit of \$5 can be earned for each hour of designated volunteer work.

To qualify for the Fine Option Program, you must owe \$10 or more on your individual library account.

Credit may only be applied toward fines/fees and is not applicable toward replacement costs for lost or damaged items.

Credit is applied only to the specific volunteer's account. Credit is not transferable to another patron's account.

To sign up for the program:

- Ask at the Checkout Desk to speak with a Circulation Supervisor to review your account and confirm what fees qualify.
- Fill out a Volunteer Information Sheet with your availability, interests and contact information. Information Sheets are available at any public service desk and in Administration.
- Turn in your Volunteer Information Sheet at any Checkout Desk.

What to expect:

- The Volunteer Coordinator or another Library Staff person will contact you for a training or work-time appointment 2-3 days after you turn in your Volunteer Information Sheet.
- You will meet with a supervisor/contact person who will train you and show you how to sign in and track your volunteer worked hours.
- Your volunteer supervisor will turn in your worked hours in a regular report.
- When the Circulation Supervisor receives the report, the appropriate credit will be applied against your account. It may take up to a week for the report/credit to be processed.

We also have a **Fine Option Program for Children and Teens: Literacy and Learning for Credit.**

If you are under 18 years of age, and owe money on your account, you may arrange to "Read it Off." A credit of \$5 can be earned for each use and return of designated library material.

To qualify for the Fine Option Program for Children, you must owe \$10 or more on your individual library account.

"Read it Off" credit may be applied toward fines/fees and replacement costs.

Credit is applied only to the specific child/teen's account. Credit is not transferable to another patron's account.

To sign up for the program:

- Ask at the Checkout Desk to review your account.
- Checkout staff will start your application form.
- Speak with Information Desk staff to complete the form and choose a library title together.

What to expect:

- While participating in the program, you may checkout only ONE book, magazine, or audio book at a time.
- You may checkout the single item on the same day you sign up.
- Each time you return a selected item and talk to the Information Desk staff about it, you can earn the \$5 coupon.
- Take the coupon to the checkout desk to have \$5 waived from your fines and checkout your next item.
- Only one coupon can be earned/redeemed a day.

#### Fines & Fees

Updated by Webczar1 on May 20, 2013 [Add new comment](#)



## Can I get a credit or refund if I bring back materials that I thought I lost?

### **Question:**

Can I get a credit or refund if I bring back materials that I thought I lost?

Patrons may be issued credit or refunded the replacement cost if the complete item is found and returned in good condition within 90 days of payment. Credits or refunds will not be given for single parts of a set.

Credit will always be applied against any current fees on the patron account. Standing credit for

less than \$20 may be carried to apply against future fees. Credits and refunds will be issued to the individual cardholder and are not transferable to another patron or account.

Refund checks will be issued for amounts greater than \$20.

#### Fines & Fees

Updated by Webczar1 on June 04, 2014 [Add new comment](#)



## Can I pay my fines with a credit card or debit card?

### **Question:**

Can I pay my fines with a credit card or debit card?

Credit and debit card payments are accepted online through "My Account/Pay fines."

#### Fines & Fees

Updated by Bill W. on November 16, 2011 [Add new comment](#)



## How much will I be charged if I lose or damage items I have checked out?

### **Question:**

How much will I be charged if I lose or damage items I have checked out?

The replacement cost is charged for each lost, damaged or unreturned item. Please see the [Checkout Policy](#) for complete information.

#### Fines & Fees

Updated by Webczar1 on June 10, 2013 [Add new comment](#)



## What's the fine for an item returned past the due date?

### **Question:**

What's the fine for an item returned past the due date?

Fines are charged at twenty five (25) cents per day, per item. Maximum overdue fine is \$10.00 per item. Additional information about fines is available in our [Checkout Policy](#).

#### Fines & Fees

Updated by Webczar1 on June 10, 2013 [Add new comment](#)



## Does the library send notices about requests or overdue items?

### **Question:**

Does the library send notices about requests or overdue items?

For patrons who provide email addresses, a reminder notice will be sent 2 days before the due date.

Email, automated telephone notification or postal mail notices about requests that are ready for pickup and overdue items are sent as appropriate.

### Fines & Fees

Updated by Webczar1 on November 16, 2011 [Add new comment](#)

