



City of Virginia Beach

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DEPARTMENT OF PUBLIC LIBRARIES

Policies

Title: Fines and Fees	Policy Number: VBPL-POL-0016
Effective Date: November 15, 2018	Date of Revision: November 14, 2018

Purpose: The Virginia Beach Public Library reserves the right to assess fines per day and appropriate fees on overdue, lost, damaged, and incomplete library materials. Customers are responsible for items checked out on their library cards.

1.0 Fines and Fees Policy – General Information

- A.** Daily fines, for most overdue items, accrue at 25¢ per day after the due date.
1. Overdue fines accrue on Sundays and Holidays eve
 2. n if the Library is closed.
 3. Items may be returned via external book drops when the Library is closed.
 4. Overdue fines do not accrue on days the Library may be closed due to emergency or weather related closures.
 5. If items are returned or renewed the first day after the due date, no fine is assessed. Beginning the second day after the due date, fines are assessed for every day the item is overdue, including the first day.
 6. The maximum fine per item is \$10.00, or the replacement cost of the item as assigned in Workflows, whichever is less.
- B.** A \$1.00 fee is charged for each hold not picked up or cancelled by the Hold Expiration Date.
- C.** A \$1.00 fee is charged for replacement of a library card in most situations. (See *Replacing a Library Card Procedure*)
- D.** Library Customers are charged for the replacement of lost, incomplete and damaged items checked out to their account. (See *Lost/Damaged Materials Procedure* and *Incomplete Items Procedure*)

- E. Teen cards do not accrue overdue fines but can be charged for lost/damaged/incomplete items. Please see the Teen Card Policy for further information.
- F. Information on fines and fees for Circulating Technology can be found in the Circulating Technology Policy.
- G. Information on fines and fees for Inter Library Loans (ILLs) can be found in the Inter Library Loans Policy.
- H. Fines may be paid by someone other than the account holder. However, for privacy reasons, specifics of the account will not be disclosed (i.e. personal information such as address or phone numbers, and also titles of items checked out or titles for which fines are being paid). Only cash register receipts are provided to anyone other than the account holder or other authorized user to protect their privacy.
- I. Accounts are blocked when fines/fees reach \$10.00 and must be paid down below \$10.00 in order to be unblocked. Accounts that have been sent to UMS (collections) must be paid in full in order to be unblocked.
- J. Account balances must be zero before a library card is renewed.
- K. Fines may be negotiated to accommodate exceptional circumstances at the discretion of the Library Manager or their designee.

2.0 Incomplete/Damaged/Lost Items

- A. Library customers are charged for the replacement cost of lost, incomplete, and/or items damaged while checked-out on their account when:
 1. The items cannot be located and returned by the customer or located in the library
 2. The item is damaged beyond normal wear and tear and can no longer be circulated
 3. The RFID tags, barcode or other identifying labels were deliberately damaged or removed while checked-out. A non-refundable \$2.00 fee is charged for deliberate removal of any RFID tag, barcode or other identifying labels on library materials.
 4. Covers for CDs/DVDS are missing that contain identifying processing information (Barcode, cataloging information) There is a \$5.00 non-refundable fee for a missing media liner/cover.
 5. Items are incomplete and no longer usable.
 - a. Incomplete – missing essential parts for use, i.e. a missing disc in a multidisc set.

- b. Notification is initiated by telephone, email or postal mail within 24 hours of the return of the material to the library.
- c. The customer's account will be blocked immediately but will not be billed for the missing items for 14 days.
- d. Items returned with parts missing or mismatched are kept 14 days after customer notification that the material is missing or mismatched.
- e. Customers are responsible for the full replacement cost of item if missing parts are returned more than 14 days after notification.

B. Customers are charged the full replacement cost of items regardless of the age or length of time the library has owned the item.

C. Payments made for lost, damaged, incomplete/missing items are non-refundable.

3.0 Notification of Overdue

A. All customers receive a minimum of one overdue notice via email, phone notification, or US postal mail, prior to receiving a bill for the replacement cost of the item(s) from the Virginia Beach Public Library. Overdue notices are provided as a courtesy as follows:

1. 3 days prior to due date – email and/or text only
2. 1 day after due date – email and/or text
3. 7 days after due date – email, text, and/or phone/postal mail
4. 20 days after due date – email and/or text
5. 30 days after due date – email, text, and/or phone/postal mail

B. Phone notification and/or postal notice is initiated if the library account does not include a valid email address. Postal notice is initiated at 7 and 30 days after the due date if the account does not have a valid phone number and no email is provided.

C. Customers with fines of \$45.00 or more on their records for over 45 days are referred to the collection/recovery agency.

4.0 Claims Returned: Request for Release from Responsibility

A. Staff may allow a customer to sign a *Request for Release from Responsibility* form or use discretion in reducing or waiving fines for situations beyond the customer's control or out of compassion (death, extenuating medical reasons, etc.).

B. Customers are responsible for items checked out on their library cards, however there are occasions when a library customer's record may list items they are certain were:

1. Returned

2. Never checked out
 3. Fine or fee not owed
 4. Materials checked out were not damaged while in their possession
- C.** In the situations above, the adult named on the library card (not an authorized user) may request or sign a *Request for Release from Responsibility Form*.
1. In the case of a minor, the parent, legal guardian, or adult authorized user listed on the minor's library account may sign the form.
 2. Teens who have a teen card can sign their own form per the Teen Library Card Policy.
- D.** **Customers may sign one (1) form per year for no more than three (3) items, and customers who have both VBPL and TCC accounts may sign only one (1) form per year, not per card.**
- E.** Signed forms remain on a customer's record for one year from the date of signing even if the material is later found.
- F.** Request for Release from Responsibility Forms may be offered at the time of the dispute:
1. For items in Lost Assumed status, forms must be completed within 10 business days from the date on the 30 day overdue notice to prevent the account being referred to Collections.
 2. Customers have up to 40 days from the item due date to fill out a Request for Release from Responsibility Form.
 3. A Request for Release from Responsibility Form may not be signed for any items or fines that have been referred for collections.

5.0 Refunds of Fines and Fees

- A.** Fines and fees paid to the library are not refundable.
- B.** However, in the event of a Virginia Beach Public Library error, refunds may be approved.
- C.** Virginia Beach Public Library does not transfer print deposit funds between customer accounts, but those funds will remain on the customer's account if a replacement library card is issued.

Approved by:

Eva Poole, Director of Libraries