

Category: Public Service
Policy Number: 6-3
Policy Name: Overdue Charges
Revision: 3.0

Purpose:

In accordance with the Public Libraries Act (RSO 1990, Chapter P.44, Sections 23.3 and 23.4), the Library charges fines to encourage prompt return of library material so that these items can be made available for use by other customers and thereby promote fair and equitable access to material.

Policy:

Overdue fines accumulate to a maximum amount per item as outlined in the chart below.

A customer's borrowing privileges are suspended when outstanding charges reach or exceed \$10.00. Borrowing privileges resume when fines owing are reduced to under \$10.00.

In certain circumstances, customers may arrange a payment schedule for larger overdue charges. Borrowing privileges may be retained as long as payments are made on time.

Overdue Notices:

Courtesy notices are sent to customers who provide us with an email address one day prior to date due for DVD's and Fast Reads and three days prior to date due for all other materials.

Once an item is overdue, the notice cycle (from the time an item is overdue until it becomes billed) is forty-nine days, or seven weeks, for all material. Notification is sent via e-mail for customers who provide us with an email address and automated telephone call for those customers who do not have an email address in their account.

For most material, a first notice is sent five days after the item's due date. A second notice is sent ten days after the first notice. A bill for replacement is sent thirty-four days after the second notice.

For Fast Read books and Fast View DVDs, a first notice is sent two days after the due date and a second notice is sent seven days after the first notice. A bill for replacement is sent forty days after the second notice.

Bills include the replacement cost of the item plus a processing charge (see table below).

Customers failing to respond to a first and second notice and a bill are sent an Account Statement notice, which allows the customer a further 30 days to settle their account before it is referred to a collection agency. Accounts sent to the collection agency include fines owing, replacement charges and processing charges. Up to the time of referral to the collection agency, a customer paying the replacement charge and processing charge does not pay overdue fines. However, after an account has been sent to the collection agency, overdue fines will apply, even if the material is subsequently paid for.

Customers have two weeks from the time a lost item is paid for to receive a refund (less the overdue fines) upon return of the material.

Kind of Material	Fine Rate	Maximum Fine	Processing Charge	Replacement Charge*
Adult Books	.30	12.00	10.00	varies
Adult Books – Fast Reads	2.00	12.00	10.00	varies
Adult Paperbacks	.30	7.50	5.00	varies
Adult Magazines	.30	4.50	2.00	varies
Adult Compact Discs	.30	12.00	10.00	varies
Adult Recorded Books	.30	12.00	10.00	varies
Adult Kits	.30	12.00	10.00	varies
Adult DVDs	2.00	12.00	10.00	varies
Children’s Books/Kits	.15	9.00	10.00	varies
Children’s Paperbacks/Board Books	.15	4.50	5.00	varies
Children’s Magazines	.15	4.50	2.00	varies
Children’s CDs	.15	9.00	10.00	varies
Children’s DVDs	1.00	12.00	10.00	varies
Children’s Recorded Books	.15	9.00	10.00	varies
Interlibrary Loan	1.50	30.00	varies	varies

*Replacement charge for lost or damaged material varies by item

Revision Level	Revision Date	Change
1.0	June 26, 2003	Initial Release
2.0	September 24, 2014	Reviewed & Updated
3.0	November 29, 2015	Reviewed & Updated