

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

Purpose:

In accordance with the *Public Libraries Act (RSO 1990, c. P.44, Sections 23.3 and 23.4)*, Waterloo Public 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 DVDs 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 three months from the time a lost item is paid for to receive a refund (less the overdue fines and processing fee) upon return of the material.

Policy 6-3 – Overdue Charges

Kind of Material	Fine Rate	Maximum Fine
Adult Books	.30	12.00
Adult Books – Fast Reads	2.00	12.00
Adult Paperbacks	.30	7.50
Adult Magazines	.30	4.50
Adult Compact Discs	.30	12.00
Adult Recorded Books	.30	12.00
Adult Kits	.30	12.00
Adult DVDs	2.00	12.00
Children’s Books/Kits	.15	9.00
Children’s Paperbacks/Board Books	.15	4.50
Children’s Magazines	.15	4.50
Children’s CDs	.15	9.00
Children’s DVDs	1.00	12.00
Children’s Recorded Books	.15	9.00
Interlibrary Loan	1.50	30.00
Board Games	1.00	12.00
Museum Passes	.30	12.00
Wifi Hotspots	1.00	12.00

Replacement Charges:

Replacement Charges will be levied for lost items. The cost for replacement varies with each item and is recorded in the item record at time of purchase. A processing fee will be added to the replacement charge.

Document Record:

June 2003	Initial Release
September 2014	Reviewed
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June 2019	Reviewed