

Fines & Fees Policy

Fees Collected on Behalf of Other Member Libraries

In order to provide the best possible customer service, member libraries may collect fines and fees on behalf of other member libraries. To simplify bookkeeping, some of these fees may be retained by the collecting library, while others should be forwarded to the charging or owning library.

1. The following fees should always be forwarded to the owning library:
 - Replacement Cost
 - Damage
2. The following fees should always be forwarded to the charging library:
 - Collection Agency
 - Credit Card Processing Charge
 - ILL
3. All other fines and fees may be retained by the collecting library unless the total of such fines and fees collected on behalf of a particular library in a single transaction exceeds \$25, in which case the full amount should be forwarded to the charging library.

Note: For purposes of this policy, a transaction is defined as activity performed on an individual patron account during a single interaction.

Patron Notification Requirements

In order to effectively manage overdue notices and bills in a consortia environment, for the recovery of a library's items, as well as items belonging to other libraries, timely and consistent patron notification settings are required.

Regulation:

All libraries will adhere to the following settings for patron notification:

- 1st overdue notices will be sent no later than 14 days from the due date
- Bills will be sent no later than 30 days from the due date
- Lost item charge options will be set to "Charge overdue when returned" (as opposed to when billed)
- Bills will be set to Notification method of Print
- All libraries are required to run and post overdue notices and bills at least once per week

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