

## Fine & Fees Policy

A public library exists to serve the community and is based on the concept of sharing resources. When one person violates that principle by retaining materials beyond the established limits, that person takes unfair advantage of the community as a whole. Patrons are encouraged to follow loan periods and return materials on time. Upon return, all material must be returned to the collection and may not be immediately borrowed by the same user for 48 hours.

The Pennsauken Free Public Library agrees with the American Library Association policy statement that the “imposition of monetary library fines creates a barrier to the provision of library and information services.” The removal of punitive fines will allow us to better meet our mission of “offering free and open access” and to create a more “welcoming environment” for *all* community members.

A fine-free policy eliminates daily fines for overdue materials, but it does not completely remove penalties for overdue items. Patrons who have overdue items on their account will be unable to check out new materials until they have returned the overdue items. If items are overdue beyond **35 days**, they will be billed for the replacement cost, and unable to access online resources such as Hoopla and Overdrive until they have either returned the items or paid the replacement fee. Daily fines on certain items, such as museum passes, Interlibrary Loan items, and certain technology, remain in place. Daily extended use fees will be assessed on items deemed in high demand collections, limited availability and items on loan from other libraries.

### Regulations

1. Library materials are available to use free of charge.
2. Overdue items must be returned or renewed before additional items may be borrowed.
3. No fees will accrue on days that the library is closed.
4. The library notifies patrons of overdue materials via email or postal mail. Text message (SMS) notifications are available for patrons who opt to receive them. *It is the patron's responsibility to notify the library of any changes in their contact information or notification method.*
5. Patrons experiencing unusual difficulty in returning their materials or paying their extended use fees should contact the Library Director.
6. Materials that are owned by other libraries and borrowed through Interlibrary Loan are still subject to fines.

Daily overdue charges WILL NOT apply to the items listed below:

Material	Loan Period	Renewals Permitted	Limits	*Replacement Fee + \$5.00 Processing Fee per item
Books	3 weeks	2	No Limit (except you cannot take out 2 copies of the same book unless special permission from the Director is granted)	Cost of Item
New Adult Books (Fiction & Non-Fiction)	2 weeks	2	No Limit (except you cannot take out 2 copies of the same book unless special permission from the Director is granted)	Cost of Item

Magazines	3 weeks	2	5 per card	Cost of Item
New Magazines	2 weeks	0	2 per card	Cost of Item
Audiobooks	3 weeks	2	No Limit (except you cannot take out 2 copies of the same book unless special permission from the Director is granted)	Cost of Item
Music CDs	3 weeks	2	No Limit (except you cannot take out 2 copies of the same CD unless special permission from the Director is granted)	Cost of Item
DVDs (includes New Releases and TV Series)	7 days	1	7 per card	Cost of Item
Non-Fiction DVDs	3 weeks	2	5 per card	Cost of Item

### **Notification Process**

On the day after the due date, all materials will be considered overdue if they have not been renewed or returned. Patrons who have opted into email or text notifications will receive a reminder to alert them prior to an item's due date, and if an item becomes overdue, notices will be sent on the following schedule, except for overdue museum passes:

#### **REMINDER EMAIL**

**3 Days before the due date:** A reminder email is sent to the patron (or a text message if the patron has opted into SMS messaging and/or email notifications).

#### **FIRST NOTICE**

**14 days after the due date:** A First Notice is sent out via email or letter to the address on file. This letter will notify the patron their borrowing privileges will be restricted one week from the date of the notice, unless the item is returned or renewed.

#### **BORROWING PRIVILEGES RESTRICTED**

**21 days after the due date:** The patron's borrowing privileges will be suspended.

#### **SECOND NOTICE**

**28 days after the due date:** A Second Notice is sent via email or letter reminding the patron that borrowing privileges have been suspended. This notice will notify them that if the items are not returned within 1 week, the replacement cost of the overdue item(s), and a \$5.00 processing fee per item will be billed to their account.

#### **THIRD NOTICE/BILL**

**35 days after the due date:** The item is considered lost, and the patron will be billed for the replacement cost of the item(s) and a \$5.00 processing fee.

### **Overdue Museum Pass Notice Schedule**

The first notice is generated when the pass is 7 days overdue, the second generates when the pass is 14 days overdue, and the third notice is a bill generated when the pass is 21 days overdue. The third notice will also include the \$5.00 processing fee.

***Pennsauken Free Public Library reserves the right to pursue court action in extreme cases. In these cases, patrons will be notified of action via certified letter.***

**Replacement Fees**

In the case of lost or damaged library materials, a patron may elect to replace the material with a new copy, which must be given to the library within 30 days after the date of the Third Notice. The Systems Librarian must ultimately approve the replacement item. If an item is replaced with an approved copy the patron is still responsible for the \$5.00 processing fee.

If a lost item is found and returned within 30 days of payment of the replacement cost, a patron can request a full refund with a receipt.

If the item is not returned within 90 days of the date of the 3rd notice (bill), then the item becomes the property of the patron, and they are responsible for the replacement fee and \$5.00 processing fee. The patron’s borrowing privileges will remain suspended until the replacement and processing fees are paid in full.

Interlibrary loan replacement or damage charges may vary depending on the lending library’s policy.

**Damaged or Lost Book Covers, Cases and Inserts**

The replacement fees for media cases, media inserts, and book jackets is \$4.00.

**Extended Use Fees**

Due to the high demand and limited availability of some library materials, daily extended use fees are assessed on these items as prescribed below:

Material	Loan Period	Renewals Permitted	Limits	*Replacement Fee	Daily Extended Use Fees	Fee Cap
Museum Pass	4 days	0	1 per family	Cost of Item	\$5.00	\$25.00
Wifi Hotspot	2 weeks	0	1 per family	Refer to the WiFi Hotspot Policy		
Video Games	2 weeks	1	1 per card	Cost of Item		
Launchpads	2 weeks	1	1 per card	Refer to the Launchpad Policy		

When the maximum fee level shown above has been reached, the items status will change, and the default Replacement Cost for Material will be charged to the patron’s Account.

## Service Fees

The library will charge the following fees for certain items and services:

SERVICE	COST
Faxing	\$1.00 per page for sending and receiving
Photocopies and Computer Prints	\$0.15 per page (B&W); \$0.50 per page (Color)
Notary Public	\$2.50 per signature
Scanning	No charge
Headphones	\$1.00 per pair
Flash Drives (256MB)	\$2.00 per USB flash drive
Stamps	The current cost of a First Class U.S.P.S. stamp
Business White Envelope	\$0.25 per standard envelope
Business Manila Envelope	\$0.50 per 10x13 envelope

## Registration Fees

The Library, at the discretion of the Library Director, may charge a reasonable Registration Fee for special events. Special events are those exceptional programs that have limited space, that require patrons to preregister or to cover some of the cost of materials to be used during the event.

## Miscellaneous

The Library Director is authorized to conduct periodic and ongoing sales to the public of discarded and donated books and other library materials and to set reasonable, market-rate prices for these sales.

Upon prior notification to the Library Board, the Library Director is authorized to generate revenue through the sale to the public of Library branded items such as book bags and clothing.

These fees are subject to review and adjustment as needed.

*Approved by Board of Trustees: September 27, 2021*

*Amended: November 22, 2021*