

FINES AND FEES

POLICY QUESTIONS TO ADDRESS

1. Does the library impose any fines or fees? Is so, why? If not, why not?
2. How does the imposition of fines and/or fees support the library's goals and objectives?

DEFINITIONS

1. What does the library mean by the term *fine*?
2. What does the library mean by the term *fee*?

REGULATIONS QUESTIONS TO ADDRESS

Fines

1. If the library charges overdue fines, does:
 - a. the fine vary with the type of material borrowed (juvenile books as compared to adult DVDs)?
 - b. the fine vary with the type of borrower (child as compared to adult)?
 - c. is the fine charged on days the library is closed?
 - d. is there a grace period before the fine begins?
2. Under what circumstances, if any, may staff waive fines (such as emergency illness, death in the family etc)? May any member of the library waive the fine, or may only supervisors or staff with a particular classification waive the fine?
3. Is there a maximum overdue fine that is imposed per item if the customer returns the material in good condition? If so, is it a standard rate for all types of materials or does it vary based on the type of material that was borrowed?

Fees

1. Does the library charge a fee if a customer wishes to reserve an item? If so, what is the fee? Is this fee imposed on all borrower types or are some borrower types exempt from the fee?
2. Does the library charge a fee if a customer wishes to request an item through interlibrary loan? If so, what is the fee? Is that fee imposed on all borrower types, or are some borrower types exempt from the fee?
3. Does the library charge a fee if a customer loses his or her borrowers card? If so, what is the fee? Is this fee imposed on all borrower types or are some borrower types exempt from the fee?
4. Does the library charge a fee if a customer loses library materials? If so, what is the fee? Does this fee vary based on the type or price of material that is lost? Is this fee imposed on all borrower types or are some borrower types exempt from the fee?

5. Does the library charge a fee if a customer damages library materials? If so, what is the fee? Does this fee vary based on the type or price of material that is damaged? Is this fee imposed on all borrower types or are some borrower types exempt from the fee?
6. Does the library charge a fee if a customer damages the case or packing material used for various circulating materials (such as CD cases, video cassette cases, hang up bags for media, etc.)?
7. Does the library charge a fee if a customer wishes to make a copy of library materials? If so, what is the fee? Does this fee vary based on the type of copy made (such as printed on a copy machine, printed on a PC, a color copy etc)? Is this fee imposed on all borrower types or are some borrower types exempt from the fee?
8. Does the library charge a fee if a customer wishes to make a reserve a meeting room? If so, what is the fee? Does this fee vary based on room rented in the library has more than one meeting room or space that can be rented? Is this fee imposed on all borrower types or are some borrower types exempt from the fee?
9. Does the library charge a fee for internet access? If so, what is the fee? Does this fee vary based on the amount of time the service is used or on some other criteria? Is this fee imposed on all borrower types or are some borrower types exempt from the fee?
10. Does the library charge a fee if a customer wishes to use a PC for word processing or some other purpose? If so, what is the fee? Does this fee vary based on the amount of time the PC is used or on some other criteria? Is this fee imposed on all borrower types or are some borrower types exempt from the fee?
11. Does the library charge a fee if a customer wishes rent library equipment? If so, what is the fee? Does this fee vary based on the type of equipment rented and/or the amount of time it is used or some other criteria? Is this fee imposed on all borrower types or are some borrower types exempt from the fee?
12. Does the library charge a fee if a customer wishes to have an item mailed to his or her home or office? If so, what is the fee? Is this a standard charge per item mailed or does this fee vary based on the type of material that is being mailed? Is this fee imposed on all borrower types or are some borrower types exempt from the fee?
13. Does the library charge a fee if a customer wishes to receive in depth information service? If so, what is the fee? Does this fee vary based on the amount of time required to provide the requested service or the type of expertise required to deliver the service and/or some other criteria? Is this fee imposed on all borrower types or are some borrower types exempt from the fee?
14. Does the library charge a fee if a customer wishes to attend certain training sessions or programs offered by the library? If so, what is the fee? Does the fee vary based on the type of training session or program attended?

15. Does the library retain some or all of the fines and fees collected or are they turned over to the funding authority (City or County government etc.)?

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