

4.2 Fines and Fees Policy

Pella Public Library

Adopted 5/9/00; Last revised 10/9/18.

As a general policy, Pella Public Library is committed to the free loan of its materials and the free use of its services. However, from time to time, circumstances may make it appropriate for certain charges or fees to be levied. The following fees are in effect:

- a. Fines for overdue materials.
- b. Assessments for damaged and lost materials.
- c. Making photocopies (15 cents per page for b&w; 50 cents per page for color).
- d. Making microfilm copies (15 cents per page).
- e. Computer printing (15 cents per page for b&w; 50 cents per page for color; \$5.00 for banners).
- f. Replacement of lost/damaged borrower's cards (\$2.00)
- g. Deposits for temporary borrower's cards (\$50.00 cash)
- h. Meeting room fees (see the Meeting Room policy)
- i. ILL fees (see ILL policy)
- j. Reference questions from out-of-state (see Reference Policy)
- k. Extended checkout fee (\$1.00 per item)
- l. Subscription card (\$50.00 for 12 months)

FINES

- Ten (10) cents per day per item for all items except videos, DVDs and Reference materials. Items other than Reference materials are given a 1 day grace period. If the items are returned on the grace day, there are no fines. If they are not returned on the grace day, the grace day is forfeited and the patron is charged for that day. Fines for Video/DVD and Reference materials are \$1.00 a day.
- Multiple items in one package with a single barcode for checkout are treated as one item--i.e., multiple cassettes in one package, book & cassette kits, puppet & book.
- No overdue fine on a single item will exceed \$5.00.
- Fines will accumulate on "lost items" until the item is paid for, or the \$5.00 maximum is reached.
- Patron accounts are blocked when their fines total \$10.00 or more
- DVD and other cases returned without one or more of the discs or materials will remain checked out to the patron, and the library will attempt to notify the patron of the situation through normal means (email or phone call.) Fines will continue to accrue on the item(s) until the missing parts of the materials are returned, up to a maximum of \$5.00 per item. If the patron is unable to locate the missing part(s), they will be charged for part or all of the value of the item.

DAMAGED ITEMS

If an item is damaged but can be repaired, the following charges will be assessed:

- BOOKS: 1-5 pages, \$2.00; 5-10 pages, \$4.00; more, total cost.
- VIDEOS and DVDs: total cost; Lost video box and picture insert \$2.00; lost or damaged box \$1.00.

- AUDIO BOOKS: 1-2 discs from a multidisc set: \$15 per disc; 3 or more discs from a multidisc set or all discs in a 1-2 disc set: replacement cost of the entire set; damaged audio cases: \$12 per case.
- BARCODES: \$1.00 for lost or damaged barcodes.
- INSERTS (from DVD, CD, Audio books, etc.): \$1.00 for lost or damaged inserts

LOST OR IRREPARABLY DAMAGED MATERIALS

If an item is lost or damaged beyond repair, a \$3.00 processing fee is assessed in addition to the replacement cost. If a lost item is found and returned within six months, the cost of the item (less the fine and the processing fee) will be refunded. To expedite a refund, the patron should bring Lost & Paid items to the Circulation Desk. Lost or irreparably damaged materials paid for in full by the patron become the property of the patron, and they are entitled to keep said materials if they so choose.

The replacement cost of the item is the price found in the item record, the actual replacement cost quoted by a vendor, or as determined by the Director, plus the \$3.00 processing fee.

PAYMENTS

- The library accepts cash, Pella Bucks, and standard personal checks only (no traveler's checks, starter checks, counter checks or cashier's checks)
- The library accepts credit cards for amounts of \$10.00 or more. Credit cards accepted are Visa, Mastercard, American Express and Discover. Debit cards are treated as credit cards. Credit cards must be presented to be swiped. Under no circumstance will library staff type in a credit card number read over the phone. Patrons who are unable to come to the library in person can pay with a credit card by logging into their online account.
- The library does not accept checks written for more than the amount owed or charges for more than the amount owed and does not give cash back to the customer.
- Checks must have a printed address. If an address is printed on the check but is then crossed out and a new address is written in (someone has moved but has not ordered new checks), that is acceptable.
- A phone number must be present on the check – either printed on the check or be written-in by the person presenting the check.
- Library staff reserve the right to ask for photo ID before accepting any check or credit card.
- Library staff reserve the right to require cash payment.

CREDIT ACCOUNTS

The library allows patrons to accumulate credit on their account in the Integrated Library System. The maximum amount allowed in a credit account is \$25.00. Credit can be added by check or cash or by a refund on a previous payment. Credit cannot be added by credit or debit card. No refunds will be issued on unused credit in a patron's credit account.