
Township of Uxbridge Public Library
POLICY STATEMENTS AND PRACTICES

POLICY NO.: M-6 Overdue, Damaged, or Lost Materials

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OBJECTIVE: To provide a policy and procedures when dealing with patrons
Library Users who have overdue, **damaged**, or lost materials.

DATE OF APPROVAL: October 21, 2004

MOTION: 04-63

DATE OF AMENDMENT AND MOTION: February 16, 2012 Motion: 12-14,
September 24, 2015, Motion: 15-38

Policy Statement

1. The Township of Uxbridge Public Library has limited resources and a great demand for materials. Therefore, specific loan periods have been established to provide the maximum use of available materials.
2. Since most library materials are purchased with tax dollars, the Library Board feels a responsibility to ensure their availability to all Library Users. To achieve this goal the Library Board has established a system of overdue notices and fines. The purpose of overdue notices is to secure the return of library property for continued use. The purpose of the fines is to provide partial reimbursement to the library for materials, staff time, and sometimes postage used in sending out overdue notices.
3. Library Users are financially responsible for all materials borrowed on their card. Parents or legal guardians who register children under 14 years of age accept financial responsibility for all materials borrowed.

Policy Practices

1. Overdue charges will be applied on each overdue item.
2. The fine rates will be revised, from time to time, by the Chief Librarian. Fines from other Durham Region public libraries will be periodically reviewed.
3. Library users with items overdue from 1-14 days will be sent a weekly email (maximum 2) provided they have an email address on file.

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4. Library Users holding material 14-20 days past the date due will be sent an overdue notice by mail or email with the following paragraph:

The following item(s) are either due today or overdue. Please stop in at the library to return or renew these material(s). Alternatively, you can call [\(905\) 852-9747](tel:905-852-9747) or reply to this email to discuss the situation. Thanks!

We apologize, but our system will not allow you to renew the following item(s) online from home at this time.

5. Library Users holding material 28-34 days past the due date will be sent a second overdue notice by mail or email.

Please return the following overdue item(s).

6. Library Users holding material 90 days past the due date will receive a third and final overdue notice by mail or email with the following paragraph:

Your library items are now 3 months overdue. If they are returned within the next month, you will only be charged the maximum overdue fine for each item. Please see maximum fines at www.uxlib.com. If the items are not returned, the full replacement cost will be applied to your library record. Once the full replacement cost has been applied to your library record we will not be able to reverse it. Thank you for your attention to this matter.

7. Phone calls will be made, as time allows, to accompany the final notice.
8. Where overdue materials have not been returned after four to five months, and Library User responsible has been sent at least one notice by mail or email and a phone call, the overdue material(s) shall be considered lost and an itemized invoice will be placed on the user's record (amount owing, title, date lost, date deleted, and staff initials).
9. In the event that an item is returned damaged, the Library reserves the right to determine whether the item will remain in circulation. If it is deemed that the item is no longer suitable for circulation then the replacement cost of the item will be placed on the user's record.

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10. Lost and/or damaged materials that are the property of a library other than the Township of Uxbridge Public Library will be invoiced at a rate determined by the owning library.
11. Lost and/or damaged materials charges will reflect the initial cost of the item. Charges will be subject to the discretion of the Chief Librarian.
12. Lost and/or damaged materials paid for by a Library User shall then be considered the property of that Library User. Payment for lost materials is non-refundable. Replacement copies are at the discretion of the Chief Librarian.
13. When the total unpaid fines are in excess of \$10, the users' Library borrowing, and Interlibrary Loans privileges will be suspended. Internet access will not be suspended.
14. Library User privileges will be suspended until ~~if~~ unpaid fines total less than \$10.00, all items are returned or all outstanding accounts have been settled. Internet access will not be suspended.

Theft and vandalism

Anyone who damages materials or tries to remove materials from the library without authorization is subject to penalties including suspension or withdrawal of borrowing privileges and replacement or repair costs.

Waiver of Fines and Fees

It is recognized that in certain circumstances it may be appropriate to waive, reduce or refund fines or fees in accordance with the following guidelines.

Waivers, reductions or refunds of fines or fees may be made at the discretion of designated library staff in the event of certain extenuating circumstances, which may include:

1. The possibility of error in record-keeping on the part of the library.
2. The imposition of undue hardships on an individual or family.

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3. The existence of circumstances beyond the control of the individual.
4. Circumstances of hospitalization, death in the family, or special needs.

Fines will not be applied to the following Library Users:

- ILLO Users
- Visiting Library Users
- Library Staff
- Reduced fines for the "Friends of the Library"

The CEO or designate will consider payment plans to reinstate privileges on an individual basis.