

## **OVERDUE, NON-RETURNED, LOST OR DAMAGED ITEMS**

The Buchanan District Library believes in free and equal access for all. Access for everyone is to everyone's advantage—we all benefit from a curious and engaged community. For this reason, we choose not to charge late fines to our patrons. We want to do our part to make it as easy and enjoyable as possible for everyone to use the library.

In return, we ask everyone to do their part to be responsible library users. Patrons should make a habit of returning items on or before the due date. It's not just the right thing to do—it's how libraries work. If an item is overdue, the following reminder schedule will be implemented, using text messages, emails, and/or mailings (depending on how late an item is and the patron's preferences).

### **REMINDER SCHEDULE**

<b>BOOKS &amp; AUDIOBOOKS</b>	
<b>1 DAY LATE</b>	Courtesy notice
<b>3 DAYS LATE</b>	First overdue notice
<b>7 DAYS LATE</b>	Second overdue notice
<b>15 DAYS LATE</b>	Item marked as lost (no other checkouts allowed until paid, or lost item is returned)
<b>21 DAYS LATE</b>	If balance for lost item(s) exceeds \$25, the account will be turned over to a collections agency. An additional \$10 charge will be applied to cover fees associated with collections. Once turned over to collections, the \$10 fee applies even if the item is returned.

<b>DVD, GAMES, NEW BESTSELLERS</b>	
<b>1 DAY LATE</b>	First overdue notice
<b>3 DAYS LATE</b>	Second overdue notice
<b>7 DAYS LATE</b>	Item marked as lost (no other checkouts allowed until paid or lost item is returned)
<b>21 DAYS LATE</b>	If balance for lost items exceeds \$25, the account will be turned over to a collections agency. An additional \$10 charge will be applied to cover fees associated with collections. Once turned over to collections the \$10 fee applies even if the item is returned.

PLAYAWAY, LITTLEBITS KITS, GAME SYSTEMS, WONDERBOOKS	
1 DAY LATE	First overdue notice
3 DAYS LATE	Item marked as lost (no other checkouts allowed until paid or lost item is returned)
21 DAYS LATE	If balance for lost items exceeds \$25, the account will be turned over to a collections agency. An additional \$10 charge will be applied to cover fees associated with collections. Once turned over to collections the \$10 fee applies even if the item is returned.

**Lost or Non-repairable items:** In the event an item is lost or so damaged as to need replacement the patron will be charged for the retail cost of the item as well as a \$5.00 reprocessing fee. Items lost or damaged will be replaced at the discretion of the Director. No refund will be given for items returned once they have been replaced.

### **SUSPENSION OF BORROWING PRIVILEGES**

When billed for a **Lost or Non-repairable** item, all borrowing and computer use privileges are suspended for that patron and patrons linked to that account. The suspension remains in effect until items are returned or charges are paid below \$5.00. If the patron states that the item(s) was returned or was not borrowed, a search will be initiated; charges stand until that item is located.