

CHARGES, FEES AND APPEALS

Adopted: October 1984

Revised: March 2025

Last Reviewed: March 2025

Fees

In accordance with national trends, the library went fine free on September 1, 2023.

- Patron accounts are not fined for overdue items checked out at the library. This includes items from other libraries that are sent through the interloan library system unless the item is not returned.
- Checkouts at other libraries are subject to their policies, including overdue fines.

The library will assess charges for items that are not returned (lost items) and for damages beyond normal wear that clearly occurred during the checkout term.

- Items are charged a lost/damaged fee based on the cover price of the item when it was new, even though the actual cost to the library may be less. In addition, a processing fee of \$5 will be charged to cover costs (i.e., acquisition, labels, tape, staff time, etc.). In cases where damages pose a potential health or contamination risk (e.g. mold), materials will be immediately discarded.
- If one of the library's items is lost and paid for and then later found, a reimbursement will be issued if the item is in good condition and returned within 90 days of its lost status.
- Patrons who return items with minor damage (e.g. torn pages, stains, etc.) will be charged nominal fees. There is no reimbursement for charges less than \$5.
- If it is discovered that an item was lost or misplaced due to library error, charges will be cleared and appropriate refunds issued.

A library card may be blocked to further checkout material until unresolved charges are resolved. Unpaid fees totaling more than \$50 may be submitted to a collection agency. Returned check fees will be added to a patron's record, along with the reinstatement of correlating fees. Payment plans may be made at the director's discretion.

Upon specific, written request from a patron and at the director's discretion, financial obligations to the library may be shared with a third party (i.e., executor, financial institution). Only a statement of fees will be reported with no further detail.

Reminders for Material Due

- a) A reminder is provided for material due about two weeks after the due date. Reminders may include phone calls, email and texts.
- b) A letter is sent when 28 days are past due. This letter will include a bill for the cost of the material(s) plus processing fee(s).

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- c) If materials are returned within 90 days from the billing date, this bill will be voided.

Appeals

The library will consider all submitted appeals and decide whether or not to waive or reduce the charges. The Appeals and Claim form may be submitted by mail, email, fax, or in person. Charges may not be appealed on the basis of ignorance of the rules. Supporting documentation such as library notices, police reports, physician's certificate, or other pertinent documentation should be included with the Appeals and Claim form. All decisions are final.

The library will include an Appeals and Claim form with each billing statement. The appeal must be submitted within 21 days of the date the billing statement was issued.

/jlo rev 3/23/25



**Winnebago Public Library
APPEALS & CLAIM**

Please use this form to appeal any fines you feel were assessed in error, to claim that you've already returned or never borrowed an item checked out to your account, to report a lost or damaged item or for fines that you believe should be waived due to special circumstances (such as prolonged illness). Supporting documentation such as library notices, police forms, physician's certificate, or other pertinent documentation should be included. The appeal must be submitted within 21 days of the date the billing statement is issued. Management will review your appeal and grant or deny it based on surrounding circumstances, including your overall library record, and decide whether or not to waive or reduce the fee.

This form may be submitted by mail, email, fax, or in person. Fines may not be appealed on the basis of ignorance of the rules.

DO NOT include sensitive information such as SSN, Credit Card # or Bank Information.

Patron's Full Name:

Patron's Library ID Number:

Current Phone Number:

Current Mailing Address:

Reason For Appeal: