

## **Overdue Policy**

*KDLA provides this example policy to assist a library in developing and adopting their own policy. The example policy should be modified to meet the needs of your library and community and should be reviewed by the library's attorney prior to adoption.*

The library does not charge late fees on overdue items. Library material is considered overdue the day following the date due assigned by the automation system. Patrons will be charged replacement costs for lost or damaged items.

### **Notifying patrons of overdues**

Staff informally remind patrons of overdue item(s) or charges on the account when the patron record is accessed.

The library will notify patrons of overdue materials. Patrons may choose one of four notification methods: telephone, text, email, or postal mail. Regardless of notification method chosen, the library will send a mailed bill for materials that are 60 days overdue.

The following schedule will be used for notifying patrons of overdue materials:

Days overdue & type of notification:

- 7 days: 1st notice
- 14 days: 2nd notice
- 35 days: 3rd notice
- 60 days: Bill for replacement of material
- [135 days: Referral to collection agency]

### **Damaged Materials**

Patrons are not charged for the normal wear and tear of materials but are responsible for returning library materials in useable condition. The library charges to replace missing parts or to repair or replace damaged library items.

### **Restoration of borrowing privileges**

Borrowing privileges will be restored when all of the following conditions are satisfied:

- All items long overdue (more than 35 days) are returned
- Lost items on the account are returned or paid for
- Accounts submitted to the collection agency are paid in full
- Account balances are less than \$10 (excluding accounts submitted to the collection agency or accounts with lost items)

### **Waiving charges**

Staff may waive charges under \$10 at their own discretion, exercising reasonable judgment. Charges greater than \$10 are waived at the discretion of a supervisor. A notation may be added to the patron record to indicate that charges have been waived.

### **Withdrawing overdue materials**

Materials are changed from “lost” to “withdrawn” after 180 days by the automation system. The patron will be charged the list price for overdue materials that have been withdrawn. Full payment is required to restore borrowing privileges.

“Withdrawn” items are deleted monthly by Technical Services staff. After one year, “withdrawn” items are purged from the catalog completely. Patrons will not be credited or refunded for items that are found after the item has been purged from the catalog.

### **Illness, Acts of God, or stolen materials**

Patrons who are unable to return materials to the library due to illness or other emergencies may have charges waived or due dates extended at the discretion of a supervisor.

Patrons who are unable to return materials due to Acts of God (i.e., natural disasters like earthquakes, floods or tornados) may have charges waived or due dates extended by a supervisor.

Patrons whose library materials are stolen must provide a copy of the police report stating that library materials were included in the theft. Charges will be waived by a supervisor.

### **Bankruptcies**

When the library is notified that a patron files for bankruptcy, the library will suspend any attempts to collect debt. A note will be added to the patron account indicating suspension of debt collection.

Upon discharge of the debt, the library will waive all charges (including any charges for unreturned/lost items [and any collection agency service fees]) on the patron’s account. Charges for dependents of the patron may also be waived upon the patron’s request.

[Reviewed 05/25/2022]