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Adopted by the Library Board 11-30-02

## Public Library System

## Fines & Fees

### **Policy Statement:**

In accordance with Scottsdale Revised Code, § 20-20, all cardholders are responsible for materials borrowed on their card. The Library Director may impose and collect fines for the infringement of the established rules and regulations and may suspend or revoke the borrowing of any book or other material by a cardholder who has failed or refused to pay any fine or to return any book or other material by the due date set by the Library Director.

### **Regulations:**

1. A customer becomes delinquent when the charges on his/her account reach \$20.00. At this point the customer's borrowing privileges are suspended until the total charges owed are brought below \$20.00.
2. The customer has the option of replacing material that has been lost or damaged with equivalent material. Staff has the option of waiving or reducing a charge if they feel extenuating circumstances so warrant.
3. All library debts are discharged when listed in a customer's bankruptcy.
4. A police report (filed within 60 days of items being due) is necessary for the Library to waive all related fees and replacement costs on items checked out after the lost or stolen date of the library card or materials.
5. Customers may be given a refund within 90 days of payment for lost items. Return of the library item and proof of payment showing method of payment are required for a refund. Refunds are not given for replacement materials.
6. Cash refunds up to \$50.00 are allowed for transactions paid by cash or traveler's checks. Cash refunds up to \$10.00 are allowed for transactions paid by personal checks. Refunds for check transactions over \$10.00 must be issued by City check through the Accounts Payable department. Transactions processed by credit card must be refunded on the same credit card.

### **Overdue Fines and Charges per Item:**

New Books, New DVDs	\$ .50 per day
All Other Items	.20 per day

### **Maximum Overdue Fines/Charges per Item:**

Paperbacks, Board Books, Magazines	2.00
All Other Items	5.00

**Additional Fees:**

Lost or Destroyed Magazines	\$ 3.00
All Other Lost or Destroyed Items	Actual cost of Item
Tote Bags for Literature Studies/Talk and Tote Sets	20.00
Single CD Replacement for Books on CD set	9.00
Single DVD Replacement as Part of a Set	15.00
Collection Agency Fee	10.00
Returned Check & Credit Card Chargebacks	25.00