



Rev. Date: 6-15-16 Pol. No.: CIR-4

Adopted by the Library Board 6/25/2020

Public Library System

Fines & Fees

Policy Statement:

In accordance with the City of 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 material by a cardholder who has failed or refused to pay any fee or to return the material by the due date set by the Library Director. However, on April 7, 2020, the City Council adopted Resolution No. 11745, which approved (i) the elimination of following Library fines: New and High Demand Materials Overdue, All Other Materials Overdue, and Maximum Overdue Fines, and (ii) the forgiveness and waiver of all existing overdue Library fines except for overdue interlibrary loan materials fines, all to be effective July 1, 2020.

Regulations:

1. A patron becomes delinquent when the charges on his/her account reach \$10.00. Borrowing privileges are suspended until the total charges owed are less than \$10.00.
2. 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 patron's bankruptcy.
4. In accordance with the Library's waiving procedures, a police report (filed within 60 days of items being due) is necessary for the Library to consider waiving ~~related~~ fees on items stolen from the patron or checked out on a lost/stolen library card.
5. Patron may be given a refund within 30 days of payment for lost items. Return of the library item in reusable condition and proof of payment showing method of payment are required for a refund.
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.

Fees:

Lost or Damaged Materials, Kit/Kit Contents Replacement	Actual cost of item or if multiple items, the average item cost of kit contents. If the material or equipment is provided to the Library by a non-City of Scottsdale partner, the fee charged will be up to the cost of the materials paid for by the partner organization
Lost or Damaged Supplemental Materials/Contents	\$5.00 per item (replacements are not accepted)
Lost or Damaged Discs (pieces of multi-disc sets)	\$10.00 per disc (audiobooks only)
Damaged or Missing Media Liner	\$5.00 per item processing fee
Lost or Damaged Tote Bags/Book Club to Go Sets	\$20.00 per bag
Returned Check & Credit Card Chargebacks	\$25.00