



Town of Drayton Valley Library Board Bylaws DVLB-2021-01

SCHEDULE D – PENALTY PROVISIONS

1. Penalties for Late Return of Library Materials

1.1. Fines for the late return of library materials will be applied to borrower accounts as follows:

Item Type	Penalty	Maximum Penalty
a. Print Items (Book, Periodical)	\$0.25/ day	\$10.00
b. Audio Items (Music CDs, Audio Books)	\$0.25/ day	\$10.00
c. Audio-Visual Items (DVD, Blu-Ray)	\$1.00/ day	\$10.00
d. Other Equipment (Kits, Special Items)	as per Schedule E	cost of replacement

1.2. Fines for the late return of materials owned by other libraries within the TRAC system that are returned late will be applied according to the owning library's fine schedule; in the absence of an established fine schedule, the fines will default to those listed above.

1.3. Fines for the late return of materials owned by other libraries outside the TRAC system that are returned late will be applied based on the owning library's fee schedule.

2. Procedures for Overdue Materials

2.1. Library cardholders have 24-hour access to personal account information through the library website and TRACpac (online public access catalogue) including items currently on loan, item due date, overdue items, and fine summaries.

- Fines will accumulate at a daily rate for each overdue item based on the above-listed schedule.
- Cardholders with fines exceeding **\$9.99** will have borrow privileges suspended until fines are reconciled below the \$10.00 limit.
- Accounts may be paid by installment without loss of borrowing privileges only with approval from the Director or Manager.
- Accounts may be reduced or waived by the Librarian for late fines only; fines for lost or damaged items may only be reduced or waived by the Director.

2.2. Library cardholders receive automated notification when borrowed items are nearing (3 days prior to) the due date. Automated notices are delivered automatically by the ILS via email, telephone or text depending on the cardholder's preferred mode of contact.

- First overdue notification will be automatically generated on the seventh (7th) day following the due date.
- Second overdue notification will be automatically generated on the twenty first (21st) day following the due date.
- Billing notification will be automatically generated on the thirty fifth (35th) day following the due date.
- The Librarian will attempt to contact cardholders whose automated notifications have failed to correct contact information in the ILS.

3. **Penalty for Lost or Damaged Materials**

Cardholders are responsible for loss or damage to library materials borrowed on their account.

- 3.1. The original purchase cost as listed in the ILS item record will be charged. If no price code exists then the replacement cost will be charged according to Yellowhead Regional Library's schedule for item pricing. This charge may be waived if an exact replacement copy in new or pristine condition is provided by the cardholder.
- 3.2. When a cardholder pays for a damaged item replacement, they will be given the option to keep the item. Severely damaged items will not be kept by the library beyond one month.
- 3.3. An additional processing fine of \$5.00 may be charged on any lost or damaged item at the discretion of the Librarian.
- 3.4. When a lost item is found and returned in good condition within six months of fine payment:
 - a) All but the \$5.00 processing fee will be credited to the patron's account.
 - b) Issuance of cheque reimbursement is at the discretion of the Library Director.

4. **Legal Measures to Collect on Delinquent Fines**

- 4.1. The Board may pursue legal measures to reconcile significant delinquent fines due to lost or damaged items when:
 - a) Three (3) months have passed since the item was listed as lost or damaged AND at least three (3) attempts to contact the cardholder to return items or reconcile fines.
 - b) Cardholder contact information is inaccurate AND/OR all attempts to communicate have failed.
- 4.2. The Board may pursue borrower accounts depending on severity of loss or damage by:
 - a) Collection agency when fines for lost or damaged items attributed to one cardholder, or the combined lost or damaged fines on family members, exceed **\$50.00**.
 - b) Civil suit when fines for lost or damaged items attributed to one cardholder, or the combined lost or damaged fines on family members, exceed **\$500.00**.
 - c) Criminal charges for severe infractions or damages.