

SCHEDULE D – PENALTY PROVISIONS

1. Penalty Fines for Late Return of Library Materials

Materials owned by Drayton Valley Libraries that are returned late will be applied to patron accounts as follows based on TRAC guidelines:

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. AV Items (DVD, Blu-Ray)	\$1.00/ day	\$10.00
d. Other Equipment (Kits, Special Items)	as per Schedule F	cost of replacement

1.1. Fines for materials owned by other Libraries within the TRAC system that are returned late will be applied at the same rate as listed above for print, audio, and audio-visual Items.

1.2. Fines for 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. Drayton Valley Library patrons 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 fines assessed.
- Fines will accumulate at a daily rate for each overdue item based on the above-listed schedule.
 - Cardholders who have reached a maximum item fine limit of \$10.00 will not be allowed to borrow resources until their account is reconciled.
 - Accounts may be paid in installments without loss of borrowing privileges with approval from the Library Director or Library Operations Administrator.
 - Accounts may be reduced or waived by the Librarian for Late Fines only; Lost or Damaged Item Replacement Fines may only be reduced or waived with approval from the Library Director or Library Operations Administrator.
- 2.2. Patrons of Drayton Valley Libraries will receive automated notification when borrowed items are past the return date. Automated notices are delivered automatically by the ILS via email, telephone or text depending on the patron'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.
 - Automated notification failures will be assessed on a weekly basis; patrons whose automated notifications have failed will be contacted by the Librarian by phone within one week of the failed notice.

3. Penalty Fines for Lost or Damaged Materials

Patrons are responsible for fines attributed to loss or damage of Library materials borrowed on their account.

- 3.1. The original purchase cost, if it is available, shall be charged. If this is not available a fee for the type of item lost or damaged shall 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 the full amount for the replacement of a damaged item they will be given the option of keeping the damaged 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, and proof of payment is produced, all but the \$5.00 processing fee will be credited to the patron's account.

4. Suspension of Library Card Privileges

- 4.1. A cardholder's Library privileges may be suspended for non-payment of Library fines or for repeated incidents of Lost or Damaged materials.
- 4.2. Grounds for suspension of Library Borrower Card privileges
 - a) The total accumulated cost of overdue, lost, or damaged Library materials exceeds \$100.00.
 - b) The Library Director will provide the Library Board with a written statement outlining the transactions for the delinquent card-holder, including notifications for billing.
 - c) The Library Director will notify the patron whose account is delinquent through written communication that suspension of their Library Borrower Card privileges will be discussed by the Library Board. The notification letter must clearly outline the details of account delinquency and provide the date and time when the Library Board will meet to discuss the matter.
 - d) The Library Board will consider delinquent accounts at the first available meeting.
 - e) If the Library Board decides to suspend privileges then the person will be notified in writing within 30 days of the Board meeting date.
 - f) The person may appeal the decision in writing within 30 days of the date that the notification of suspension was sent. The Board will consider the appeal at the next scheduled meeting. Suspension of privileges requires 75% majority vote of Trustees in attendance.
 - g) Decisions by the Board are final.

5. Procedure for Prosecution

- 5.1. If the value of lost or damaged items is in excess of \$250.00 and suspension procedures have failed, then the Library Board may proceed with prosecuting the offender by the following protocol:
 - a) Notify the offending person in writing that prosecution is pending.
 - b) Submit the account claim with Municipal Bylaw Enforcement or collection agency.
 - c) Take the offending person to small claims court and pursue civil action, or
 - d) Lay charges under the *Libraries Act*, s. 41 after legal consultation.