

**VCU LIBRARIES
REGULATION MANUAL**

**Circulation Fines Regulations:
Damaged, Lost, Overdue &
Appeals**

Approved: May 5, 1989

Revised: August 6, 2002

Statement of Issue

Fines are established to enforce the circulation policies of the VCU Libraries, thereby ensuring that all borrowers have an equal opportunity to use the collections.

Goals

- To establish equitable fines to ensure that materials are returned in a timely fashion, thus permitting all borrowers the opportunity to use Library resources.
- To establish equitable fees to compensate VCU Libraries for lost or damaged materials.
- To establish a mechanism for borrowers to appeal fines that are believed to be unjust.

Policy Statement

Each borrower assumes full responsibility for all materials charged to his or her account and for knowledge of and adherence to library policies concerning loan periods and penalties. It is the policy of VCU Libraries to charge fines for the late return of Libraries materials and for lost (not returned) and damaged materials.

Borrowing privileges may be suspended, grades held, and/or diploma may be held until all fines are paid.

Fines for Overdue and Lost Materials

VCU Libraries charges a minimum replacement fee of \$70.00. This fee includes a penalty (overdue fine) for failure to return the item, the cost to purchase another copy, and the processing (ordering, cataloging, labeling, etc.) cost to add the item to the collection. Because some items are rare or valuable, VCU Libraries reserves the right to charge a higher fee for lost materials. The VCU Libraries has adopted the following regulation to protect the rights of both users and staff, to create an appropriate academic atmosphere, and to provide a safe, comfortable and convenient library environment. All library users are required to comply with the following rules and regulations pertaining to behavior in the VCU Libraries.

Collections	Overdue Fines	Lost (Not Returned) Fines
Books (general collections and textbooks)	\$.25 per day (\$10.00 maximum)	\$70.00 minimum
CDs	\$1 per day (\$10.00 maximum)	\$70.00 minimum
Computer Software	\$.25 per day (VCU faculty, staff & students) \$1.00 per hour (all other users) (\$10.00 maximum)	\$70.00 minimum
Keys to Study Rooms (Tompkins-McCaw Library only)	\$1.00 per hour (\$10.00 maximum)	\$70.00 minimum
Interlibrary Loan	\$.25 per day (\$10.00 maximum)	\$70.00 minimum
Multimedia	\$.25 per day (\$10.00 maximum)	\$70.00 minimum
Music Scores	\$.25 per day \$10.00 maximum)	\$70.00 minimum
Phonograph Records	\$1.00 per day (\$10.00 maximum)	\$70.00 minimum
Posters/Prints	\$.25 per day (\$10.00 maximum)	\$70.00 minimum
Recalled Materials	\$.25 per day (\$10.00 maximum)	\$70.00 minimum
Reserves - Books	\$1.00 per hour or portion thereof (\$10.00 maximum)	\$70.00 minimum
Reserves - Reproductions	\$1.00 per hour or portion thereof (\$10.00 maximum)	\$10.00 minimum

Damaged Materials

The minimum damaged fee is \$10.00.

When materials are damaged while checked out, VCU Libraries will bill the borrower the cost of repair.

Materials that cannot be repaired are billed as not returned materials.

All damaged materials remain the property of VCU Libraries.

If materials are already damaged, alert a library staff member before you check them out.

Notices

Notices for overdue, lost materials, and recalled materials are sent by mail (campus, electronic and/or USPS). VCU Libraries is not responsible for failure to receive notices because of absence, address change, or lapses of the University Campus Mail or U. S. Postal Services. University Library Services will make a reasonable attempt to determine the correct address if a notice is returned. However, it is the borrower's responsibility to make certain that the Libraries has current address information.

Review of Library Fines (Appeals)

The fines appeal process was established to provide library patrons with a forum in which to appeal library charges when problems cannot be resolved by any other means.

Any registered library patron with a dispute about library fines is subject to the rules outlined below.

All legitimate objections related to library charges will be considered. Problems that do not constitute a legitimate basis for appeal are:

- Lack of knowledge of library policy
- Lack of understanding of library policy
- Disagreement with library policy
- Inability to pay fines and charges
- Failure to receive an overdue notice
- Unwillingness to take responsibility for materials loaned to a third party, for example, loaning materials charged to you to a classmate, family member, faculty member, etc.

Appeals must be filed within 45 days from the date of the fine assessment or due date.

Unresolved problems regarding disagreement with library policy or issues which are not legitimate bases for appeal will be referred to the heads of Access Services, the associate directors for Academic and Health Sciences Users Services, and/or the executive director of VCU Libraries.

Decisions are based on the patron's statement, evidence presented by the Libraries, the patron's record and history or previous appeals, the total amount of the account, and any other relevant information. Appeals may be made in person in addition to providing a written statement.

A decision will be made as to whether to:

- require full payment of all charges,
- reduce the charges, or
- waive all charges.

Decisions are final and binding on both the borrower and the Libraries.

To file an appeal, contact

- Access Services at Cabell Library (828-1111),
- Access Services at Tompkins-McCaw Library (828-0330), or the
- Media Resources Services at Cabell Library (828-1088).

A PDF format form is available for printing: Request for Review of Library Fines

Lost or stolen identification cards should be reported immediately to VCU Libraries, Access Services to avoid incorrect billing.