

**VCU LIBRARIES  
REGULATION MANUAL**

**Fines Regulation:  
Damaged, Lost, Overdue  
Materials and Appeals**

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**Statement of Issue:**

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

**Goals:**

- To establish equitable fines to assure that materials are returned in a timely fashion
- To establish equitable fees to compensate VCU Libraries for lost or damaged materials
- To establish a mechanism to give borrowers access to information about fines and fees charged to them and to appeal fees they believe to be unjustly charged to their library account

**Policy statement:**

Each borrower assumes full responsibility for all materials charged to his or her account and for knowledge and adherence to library policies concerning loan periods and penalties, including knowledge of due dates and the consequences of late- or non-returns. Information for each borrower category can be found on the [Borrowing Items from the VCU Libraries](http://www.library.vcu.edu/circpriv/) (<http://www.library.vcu.edu/circpriv/>) page.

Fines will be charged to borrowers' accounts when items are not returned by the due dates; lost or replacement fees will be charged for items lost or damaged. VCU Libraries consider a book not returned within six weeks (42 days) of its due date to be "lost." Interlibrary loan items and items with shorter borrowing periods are considered lost in briefer periods of time. The lost fee includes the average cost of material 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 if appropriate. Information

about fines and lost fees can also be found on the page above. Borrowing privileges may be suspended until fines/fees are paid. Consequences for unpaid lost item charges may include the placement of a University Hold on the borrowers' account which blocks registration, and issuance of grades, diplomas, or transcripts.

When materials are damaged while checked out, the borrower is billed the cost of repair. The minimum fee charged for damaged materials is \$10.00. Materials that cannot be repaired are billed a lost fee. All damaged materials remain the property of VCU Libraries.

### Grace Periods

While fines are calculated from the due date, they will not be applied to a borrower's account until the end of a grace period. Once the grace period has passed, the full fine accrues. Grace periods may not be available for all categories of materials. Examples:

Materials whose loan period is by day = 3 day grace period

Materials whose loan period is by hour = 1 hour grace period

### Notices

Courtesy reminder notices are emailed to a borrower's VCU email address prior to the due date for borrowed materials. Notices for overdue, lost, and recalled materials are emailed to the borrower's VCU email account and sent by mail to campus or US Postal Service addresses. VCU Libraries is not responsible for failure to receive notices because of absences, address change, or lapses in mail services.

### Investigations and Appeals

Processes have been established to provide borrowers with a forum for fine/fee issues which cannot be resolved by other methods. Objections that are not considered legitimate bases for appeal are:

- Lack of knowledge of library policy
- Lack of understanding of library policy
- Inability to pay fines and charges
- Failure to receive a notice
- Third party loans (items loaned to a borrower are lent, by the borrower, to others)

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

Circulation blocks may be overridden and University Holds may be lifted during a Library Investigation or Appeal.

Investigation requests may be made via the [Library Investigation Request](https://www.library.vcu.edu/forms/investigation.html) form: <https://www.library.vcu.edu/forms/investigation.html>.

### Interlibrary Loan

Items borrowed through the Interlibrary Loan process (ILLiad) will not appear on the borrower's library account. Notices of overdue items will be emailed to the address specified when registering with ILLiad. The full regulation regarding interlibrary loan materials is available from the [Library Regulations](#) page or directly at: <http://www.library.vcu.edu/admin/regulations/ill.pdf>.