

**VCU LIBRARIES
POLICY MANUAL**

Fines and Fees

Approved: May 5, 1998

Revised: March 29, 2011

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. Each borrower assumes responsibility for materials charged to his or her account and for knowledge and adherence to library policies.

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 reserves the right to charge a higher fee for rare or valuable items. Borrowing privileges will be suspended until accounts are paid. Course registration and issuance of diplomas or transcripts will be blocked for unpaid lost items.

Borrowers will be billed the cost of repair for damaged items. Materials that cannot be repaired are billed a lost fee. All damaged materials remain the property of VCU Libraries.

Grace Periods

Some items have a grace period from fines when they are returned late, as posted on the VCU Libraries website. While fines are calculated from the due date, they will not be applied to a borrower's account until the end of the grace period. Once the grace period has passed, the full fine accrues.

Notices

Courtesy reminder notices are sent to a borrower's VCU e-mail address prior to the due date for borrowed materials. Notices for overdue, lost, and recalled materials are also sent to the borrower's VCU e-mail account. Loans and fees for items borrowed through interlibrary loan (ILL) display within the borrower's ILLiad account. Notices of overdue items will be e-mailed to the address specified when registering with ILLiad. VCU Libraries is not responsible for failure to receive notices.

Investigations and Appeals

Fines and fees may be appealed within 45 days from the date of assessment. Library blocks may be overridden and University holds may be lifted during a Library investigation or appeal. 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
- Use of one's account by another person