

2.5 PATRON CHARGES

2.5.1 Charges are applied where Library patrons have some discretion over whether they incur the charges.

2.5.2 The Library Board annually reviews all charges as part of Budget preparations.

2.5.3 Types of Charges – Definitions

2.5.3.1 Late Charges

Items have been returned after their due date has been reached. The amount owing is equivalent to the number of days late multiplied by the rate per day, per item.

2.5.3.2 Damaged

Items were returned in damaged condition. The cost of replacing the item is charged to the borrower's Library card.

2.5.3.3 Lost/Assumed Lost

Items not returned within 28 days of their due date. The replacement cost of the item has been charged to the borrower's Library card. If the item is returned, only late charges are applied.

2.5.3.4 Unclaimed Hold

Reserved items not picked up by the deadline given on the hold pickup notification.

2.5.3.5 Service Charges

Charges to help cover Library processing, cataloguing, GST, shipping, paper, postage and bank charges incurred by the Library to replace catalogued and uncatalogued materials, send notices, provide photocopying and cover NSF cheques.

2.5.3.6 Library staff are authorized to forward unpaid, outstanding charges to a collection agency for collection.

See Appendix B – Schedule of Customer Fees