



# Fines and Fees for Overdue Materials

## **CHARGE PER ITEM**

Beginning February 1, 2011, the Lee County Library System charges \$.20 per day per item to a maximum charge of \$6.00 per item on the following overdue cataloged materials:

- Audio cassettes
- Books
- Kits
- Video cassettes
- Compact discs
- DVDs
- Blu-ray discs
- Software

The LCLS automated system calculates at \$.20 per day to a maximum of \$6.00.

The Lee County Library System charges \$1.00 per hour up to a maximum of \$999.00 per item for overdue reference materials.

The LCLS charges \$2.00 per day up to \$20.00 per kit for overdue book discussion kits.

## **NOTICE OF OVERDUE CHARGES**

Upon checkout, if overdue charges appear on the patron record, library staff will notify the patron that there are overdue charges on the record. The patron has the option of paying immediately or waiting until another library visit.

An automated notification system contacts patrons about overdue materials by telephone or email. Patrons may select their preference of notification method. With email notification, patrons are notified 3 days before the item is due. Both email and telephone notification contact the patron 5 days, then 10 days, then 15 days after the due date, if the items are not returned.

Beginning March 19, 2012, a patron will not be able to check out library materials or Download Depot items if \$10.00 or more is owed on the patron's library account.

When 30 days overdue, an item goes to "lost" status and the replacement value of the item appears on the patron's account.

As of March 19, 2012, if a patron owes \$25.00 or more, the account will be referred to a materials recovery agency with the possibility of being credit reported. The process is as follows:

- The account is sent to a materials recovery agency with which the Library System contracts

- A letter on Library letterhead is sent via U. S. mail to the patron 15 days after the patron's account reaches or exceeds \$25.00 for any combination of charges for lost materials, overdue charges, or other fees.
- The letter advises the patron of the total amount owed and that a \$10.00 long overdue charge (collection fee) has been added to the patron's account.
- If the patron pays off the account to a \$0 balance within 15 days of the date of the letter, staff may waive the collection fee.
- If the account is not paid to a \$0 balance or special arrangements for payment have not been made with the library, the patron will continue to be notified by the materials recovery agency.

## **PAYMENTS**

Patrons may make payments by:

- Credit card online. A debit card with credit card logo also is acceptable.
- Cash or check in person to a staff member at the library.
- Credit card at a public access computer (PAC) in the library. A debit card with credit card logo is acceptable.
- Credit card through Telephone Reference. A debit card with credit card logo is acceptable.
- Check by U.S. mail to the address on the letter.