

Appealing Library Charges Policy & Form

Overdue notices are sent to the email address listed on your library account as a courtesy reminder. It is the patron's responsibility to verify that their account (or if you are a parent/guardian, a minor's account), has a current email address and phone number, that your items are returned or renewed by the date due, and that overdue fines and lost item fees are paid. In extenuating circumstances, it is the library patron's responsibility to contact the Library to seek further assistance.

You may appeal library fines or charges for late, lost, or damaged materials if you believe the charges have been mistakenly assessed or that extenuating circumstances warrant reduction or cancellation. To prevent overdue fines from accruing, you must appeal library fees or charges within 30 calendar days of the original billing. You will receive an emailed response to your appeal within 2 weeks. This may be delayed if further information is needed to resolve the issue. Fines may be reduced or cancelled up to the amount of \$50.00 once each calendar year. Fines older than 6 months may no longer be disputed.

Extenuating circumstances do not include:

- Not understanding library policies or renewal options.
- Loaning library materials to a 3rd party, damage to materials, or theft.
- Not receiving or a delay in receipt of courtesy notices or overdue notices or failing to update your current e-mail or mailing address.
- Blocks on your library account preventing a renewal.

Reductions or cancellations of fees may be made on a limited basis in the event of certain extenuating circumstances, which may include:

- Natural Disaster
- Man-made Disaster - Accident or Criminal Act
- Medical Emergency - Self or Family Member
- Family Emergency
- Financial Hardship
- Loss or Theft of Library Card
- Library Error

You may appeal your initial response to the Junction City Public (JCP) Library Coordinator. The Library Coordinator's decision may be further appealed to the JCP Library Board. You will have 2 weeks to appeal the initial response and will receive a written response within 1-2 Library Board meetings depending on when the appeal is received.

Date: _____ Library Account Number: _____

Printed Name: _____

Phone Number: _____ Email: _____

Amount Being Appealed: \$ _____ Approximate date fine was incurred: _____

Reason For Appeal: _____
