



## VUL LIBRARY LATE FEE AND MISSING BOOKS POLICY

### ***Assessment of Overdue Fees***

For circulating materials, overdue fees accumulate at the rate of \$.25 per day, excluding holidays, per item to a maximum fee of \$5.00 per item.

Excessive library use fee (overdue fees) is authorized by the directive printed in UCAM (University and Colleges Administrative Manual), Section 5999.15 December, 1975. Under this authority, overdue fees are not to be waived.

The overdue fee is uniformly established for all circulating library materials in VUL and subject to change. The overdue fee is assessed for all types of borrowers except teaching faculty, administrative staff and library faculty and staff.

It is the responsibility of every borrower to be aware of the loan periods assigned to the books that he/she has checked out and to return them on or before the due date. Circulation staff stamp the date due slip with the due date as a reminder to the borrower. The library does not mail reminder notices of approaching due dates for library materials.

### ***Overdue Notices***

Overdue notices are emailed to delinquent borrowers. The Library emails overdue notices to borrowers as a courtesy, not as an obligation. Failure to receive and overdue notice does not exempt the borrower from overdue fees assessed.

### ***Lost and Presumed Lost Materials***

Materials, which are lost, or presumed lost are thoroughly researched. If an item is found in the stacks, the item is checked in. If the last date stamped on the date due slip is cancelled, it is assumed that the item was not properly discharged. These items will be checked in using the procedure "clear charges check-in", which checks in the item without assessing the overdue fee. If the last date stamped on the date due slip is an uncancelled date due stamp, however, it is assumed that the item was not properly returned. These items will be checked in using the regular check-in procedure, which discharges the item and assesses the overdue fee to the user's record. Checking in items with either procedure prevents the generation of a bill for replacement charges.

For items reported or presumed lost, a bill is mailed to the user. The bill includes: (1) the replacement cost of the item and (2) a processing service charge assessed per item.

### ***Billing for Books Long Overdue and Presumed Lost***

It the item is not found in the search of the stacks, it is presumed lost. Presumption of loss requires determination of replacement cost. Replacement cost is normally based on a predetermined average cost of an academic book (\$40.00) plus a \$20.00 processing fee. In the case of extraordinarily expensive materials, an additional fee may be charged.

### ***Failure to Resolve Lost Items Obligations***

After an item is overdue by 40 days, an invoice is generated. The invoice notice is used to place and encumbrance (i.e. hold) on the permanent record of the delinquent student borrower. The hold prevents the delinquent student borrower from registering and receiving transcripts and other University services. The termination of loan services remains in effect until the resolution of the delinquent charge either by full payment or by return of the item presumed to be lost. Patrons have one year from the due date to return lost books. After an item has been overdue for a period of one year, it is cancelled from the collection. No refunds will be processed for materials that have been canceled from the collection.

### ***Charges for Damaged Materials***

Borrowers returning damaged items may be assessed damage fees that range from \$.50 per item to full replacement cost and processing fee.

### ***Resolution of Charges for Lost or Damaged Materials***

Charges for lost and damaged materials may be resolved by one of three means: (1) by full payment of the assessed charges; (2) by return of the lost item and payment of accrued overdue fees or (3) by replacing the lost or damaged item, with the approval of the Library, with an identical or later edition of the work and paying the processing fee for each replaced item.

### ***Refunds for Lost Items***

If an item that was reported or presumed lost, and paid for by the user, is returned within one year of payment, the Library issues a refund to the user that includes the amount billed for the item minus the maximum overdue fee of \$25.00. No refunds will be processed for returned material that has already been cancelled from the collection.

### ***Other Types of Delinquencies***

In addition to the three delinquency thresholds used by the system to automatically set a patron record delinquent, patron records are manually set delinquent in order to restrict borrowing privileges or to obtain new registration information from the borrower. Some examples of reasons for manually setting a patron record delinquent include, but are not limited to, the following:

- To restrict borrowing privileges because of an accumulated library obligation which is \$5.00 or more and outstanding in excess of 30 days.
- To restrict borrowing privileges because of excessive overdue and lost item fees reported to the Loan Desk by Library service desks outside the

GEAC system.

- To restrict borrowing privileges because of fees incurred for damaged items and other library costs not directly billable via the GEAC system.

### ***Failure to Return Items***

Borrowers having semester loan privileges who fail to return overdue items within 15 days after the due date are considered delinquent. Upon return of all overdue items, the delinquency is removed from the borrowers record, which restores, assuming no other delinquencies exist, full borrowing privileges immediately.

Although faculty members and others with semester loan privileges are not assessed fees for items returned overdue, these borrowers are billed for items long overdue and presumed lost. An invoice containing replacement charges, processing fees and binding fee (if applicable) is sent to them.

If faculty members and others with semester loan privileges fail to respond to an invoice sent for an item presumed lost, their library borrowing privileges are blocked. These borrowers are not cleared by the Loan Desk until the return of the items or the resolution of the charges is satisfied.

### ***Failure to Respond to Calls***

Borrowers with semester loan privileges must return recall items within 7 days of the date of the recall notice. Recall notices are sent to these borrowers at any time after the check out date to recall items for the Reserve Book Room and at any time after the item has been held for 28 days for use by another borrower. Failure to respond to recall notices resulting in the setting of borrowers record to delinquent status.