

APPEALING LIBRARY FINES

The CRC Library makes every effort to regulate fines according to well-defined standards. You have the option of appealing fines and charges if you feel that the fine or charge has been inappropriately applied or that there are mitigating circumstances that should be taken into consideration. Please read this prior to filing an appeal.

Criteria for appeal:

1. Clear and valid evidence that the material was returned on time, or
2. Clear and valid evidence that you were unable to renew or return items because of circumstances beyond your control.
3. Appeals must be made within 30 days after the date of the fines billing.

Fees will **NOT** be waived for the following reasons (Note: this is not an all inclusive list of possible reasons):

1. Ignorance of due dates and library policies.
2. Late or non-receipt of the *courtesy* overdue notices.
3. Failure to notify the library of an address change.
4. You lent the material to someone else and she/he returned it late or failed to return it.
5. You returned the material via the US Mail and it was received late or failed to arrive.
6. You did not use the item or did not find the item useful.
7. You forgot to return the item or found it inconvenient to return it on time.
8. Unsupported claims that verbal or online renewals were made but not recorded.

Claims of illness, bereavement, and similar circumstances:

Each library card holder is responsible for returning or renewing all books borrowed on their card by their due dates. When items have not been returned on time due to illness, bereavement, or similar circumstances, the library *may* reduce the fine amount.

If you are submitting an appeal based on such circumstances, you must provide supporting documentation. For example:

- Doctor's note (include dates of the illness/surgery)
- Death certificate or notice and proof of relationship to the deceased

Important: The dates on supporting documentation must correspond to the late period for the items in question.

Appeals procedure:

1. First speak to the circulating supervisor at the Circulation Desk of the library that owns the material in question and discuss your situation.
2. If you wish to carry the appeal further, request the **LIBRARY FINES APPEAL FORM**, complete it, and turn it in to the Circulation Desk in the CRC Library. Your appeal will be carefully reviewed and investigated.
3. While the Committee investigates your appeal, your academic and library record will be *temporarily* unblocked so that you are not penalized from registering for classes and borrowing library books.
4. The Library Fines Appeal Committee typically meets to review appeals at the end of each month, except during semester breaks and summer session.
5. You will be notified in writing of the decision of the Committee. The Committee's decision is final. If your appeal is approved, your fines will be waived and your record will be cleared. If your appeal is denied, then your academic and library record will be blocked until you pay your fines.