

# Angelo State University Library

## Policy and Procedure Memorandum

**LP #5:** Adjustment or Cancellation of Overdue Fees, Damage Fees, Replacement Charges, and Lost Materials Charges

LAST DATE OF REVIEW

20 February 2018

SCHEDULE FOR REVIEW

This LP will be reviewed in May of even-numbered years by the Director's Office.

## DIRECTOR'S NOTE

**13 September 2020**

- During the COVID-19 pandemic, PPMs and LPs may be **temporarily amended** to balance public health considerations with the library's service and operation responsibilities. Any amendment of this nature in no way supersedes the traditional collaboration between the library and the University Library Committee for regular scrutiny of governing documents.
- Any concerns or questions regarding this LP's content – traditional or temporary – should be sent to Chris Matz [chris.matz@angelo.edu](mailto:chris.matz@angelo.edu)

Establishes guidelines for either adjusting or cancelling fees and charges concerning overdue, damaged, and/or lost materials from the Library.

- I. This procedure serves as a means to clarify responsibilities and procedures when overdue fees, damage fees, replacement costs, and/or lost material charges are disputed or incorrectly assessed due to circumstances beyond the control of the Library users.
- II. Only the Director or designated successor has the authority to forgive, reduce, or change assessed fees, costs, and/or charges. The one exception involves fees and charges associated with items charged out by the Information Technology (IT) service point in the Learning Commons. The individual designated by IT as having supervisory responsibility for this service point will have authority to recommend forgiveness, reductions, and changes in any fees or replacement costs associated with equipment checked out from that service point.
- III. Any time a library user disputes a fee or charge and a resolution cannot be reached at the Circulation Unit level, please refer the user through the chain of command. [The Head of Circulation, Media, and Reserves to Assistant Director for Access Services to Director or designated replacement]
- IV. Circulation staff members with “Supervisor” authority in Voyager’s circulation module have the authority to dismiss overdue fees when there are software and/or human errors in the process and/or circumstances arise beyond the control of the library user (such as weather, medical incidents, emergency closures of the Library and/or campus, or other unforeseen circumstances).
- V. Any time an overdue fee, damage fee, replacement cost, or lost material charge is disputed, forgiven (with justification/reason), reduced (with justification/reason), adjusted (with justification/reason), etc., the Circulation Unit staff member must create a “paper trail” by sending an email to the Director’s Office which maintains a file for this purpose. The Director or designated replacement will acknowledge or rule on all disputes and actions taken. Once a month, the Circulation Unit compiles a Fines/Fees Forgiven Report and sends this to the Director’s Office. The Library’s Business Manager then audits this report to ensure documentation is available for all reported incidents and actions.
- VI. In all such matters, the Director recommends staff members follow good judgment and common sense when enforcing Library policies and procedures in this difficult area.