

Cumberland County Library System

Overdue Fees

(Creation & revision: 1/27/97; 8/18/97; 2/26/2001; 11/20/06; 11/16/2009; 3/15/2010; 8/16/2010; 4/16/2018)

Use of library materials is free to all library cardholders provided items are returned on time and in good condition.

The fine rates for overdue materials are:

Item Type	Fine Rate
General Library Materials	\$.30/day
DVD's	\$2.00/day
Video Games	\$2.00/day
Videocassettes	\$2.00/day
Interlibrary Loan Materials	\$2.00/day
Reference Materials (overnight)	\$5.00/day
Circulating Reference (3-day)	\$2.00/day
Periodical Reference	\$.50/day
Wi-Fi Hotspots	\$.30/day
Audiovisual Equipment	\$10.00/day

Unless the fines for materials are part of a criminal complaint, or part of a payment for lost or damaged materials, funds collected are kept by the library at which the fee is paid.

Exemptions from Fees

(Creation & revision: 1/26/98; 8/20/2012; 11/18/2013)

The following users may be exempt from overdue fines and unclaimed hold pick-up fees:

Borrower Type	Notes
STAR: Homebound	See STAR service policy
STAR: Self-Service	See STAR service policy
STAR: Facility	See STAR service policy
County Prison	
Interlibrary loan libraries	
Library staff members	
Library volunteers	As defined by the library system's Library Volunteer policy

Borrower Type	Notes
Educational Support: Deposit Collection	Fines are not charged by libraries that receive school district funds to provide deposit collection service.

Lost, Claimed Returned, and Damaged Materials

(Creation & revision: 1/27/97; 8/18/97; 9/21/98; 3/15/2010; 11/18/2013; 5/21/2018)

Lost Materials

(Creation & revision: 1/27/97; 8/18/97; 9/21/98; 1/24/2000; 12/15/08; 3/15/2010; 11/18/2013; 5/21/2018)

If an item is reported lost or ages to lost in circulation, the card holder is charged for the original list price of the item, plus a \$5 processing fee per item.

Lost book charges and any fines or fees associated with the materials may be paid at any CCLS library. These payments (lost book charges, fines/fees) must be forwarded to the owning library.

After a patron has reported losing an item and has paid for the item, refunds are generally not provided if the item is later found. The patron has paid for the item and now owns it. Lost items may not be replaced by materials donated by the customer.

STAR patrons are generally not charged for lost items. STAR facilities are generally not charged for lost items from deposit collections.

Claimed Returned

(Creation & revision: 1/27/97; 8/18/97; 9/21/98; 1/24/2000; 2/15/2010; 11/18/2013; 5/21/2018)

If an item is claimed returned by the borrower and the library has no record of its return, the item's status is changed to "Claimed Returned." This alerts all Cumberland County libraries to search for the item. If the item is found in the library's possession, customers will not be charged late fees.

If the item is not found in either the library's possession or the customer's possession, the customer is charged for the original list price of the item, plus a \$5 processing fee. If the item is not located two months after the due date and payment has not been made, the customer's account will be referred to a collection agency.

Once payment is made, refunds are not usually made.

STAR patrons are generally not charged for claimed returned items. STAR facilities are generally not charged for claimed returned items from deposit collections.

Damaged Materials

(Creation & revision: 1/27/97; 8/18/97; 5/18/98; 9/21/98; 9/20/99; 1/24/2000; /26/2001; 3/15/2010; 5/21/2018)

Charges for damaged library materials are determined on a case-by-case basis. Items damaged beyond repair may be treated as Lost Materials.

The library is not responsible for any damage to audio or video players, which may result from use of library materials.

Damaged material fees may be paid at any CCLS library. STAR patrons are generally not charged for damaged items. STAR facilities are generally not charged for damaged items from deposit collections.

Long Overdue Accounts

(Creation & revision: 11/20/06; 4/16/07; 6/20/2011)

Card holders may be referred to a collection agency one month after a billing notice is issued to the account holder if their account has accumulated \$25 or more in fines, fees or outstanding materials and if payment arrangements have not been made with the billing library. A \$10 long overdue account fee will be charged to the card holder.

Unclaimed Hold Fee

(Creation & revision: 5/21/2012)

If a requested item is not borrowed by the customer within the designated pick-up time, the library card holder will be charged \$.50 for each item. Some types of borrowers (e.g. homebound or library staff) are exempt from this fee.

Policy Notice

This policy is subject to change at any time without notice. Updates to the policy may be obtained from the Library System