
Subject: Library Fines and Fees
Effective: March 1999
Revised: *July 2012; November 2015*

1.0 PURPOSE

This policy provides information on:

- library fines for overdue materials
- replacement fees for lost or damaged materials
- suspension of borrowing privileges
- replacement fees for lost library cards
- use of collection agencies
- fees for non-basic library services
- handling library fine and fee disputes

Staff procedures relating to library fines and fees are in the New Brunswick Public Library Service (NBPLS) Circulation Services Manual.

2.0 APPLICATION

This policy applies to library patrons and staff.

3.0 DEFINITIONS

Employee in charge refers to a supervisor, manager, director or head of unit.

Basic library services means the borrowing or on-site consultation of library materials, reference services, public access computing, and most programming.

4.0 LEGAL AUTHORITY

[New Brunswick Public Libraries Act](#)

5.0 GOALS / PRINCIPLES

Library materials are a shared provincial resource and patrons are responsible for the materials they borrow.

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NBPLS charges library fines and fees in order to:

- encourage the timely return of borrowed materials; and
- recover the costs associated with lost or damaged library materials, including processing costs.

6.0 REQUIREMENTS / STANDARDS

6.1 LIBRARY FINES FOR OVERDUE MATERIALS

6.1.1 Materials borrowed on a juvenile public library card (i.e. a card issued to a child under 13 years) will not be subject to library fines for overdue materials. However, parents/legal guardians remain responsible to ensure materials borrowed are returned to the library. See sections **6.2, 6.3, 6.4, 6.5 and 6.6** of this policy.

6.1.2 Materials borrowed on an adult public library card (a card issued to a person that is 13 years or older) will be subject to library fines for overdue materials. Library fine rate for overdue materials: 15 cents per item, per day to a maximum of \$3 per item.

6.1.3 Materials borrowed under the following services are exempt from library fines for overdue materials:

- Collection Deposit Service. See NBPLS Policy 1079 – Collection Deposit Service.
- Home Library Service. See NBPLS Policy 1080 – Home Library Service.
- Books-by-Mail Service. See NBPLS Policy 1081 – Books-by-Mail Service.
- Educator Services. See NBPLS Policy 1082 – Educator Services
- Talking Book Service. See NBPLS Policy 1083 – Talking Book Service

6.1.4 Under exceptional circumstances, late fines may be reduced or waived by the employee in charge.

6.2 REPLACEMENT FEES FOR LOST OR DAMAGED MATERIALS

6.2.1 Library patrons (or parents/legal guardians in the case of juvenile public library card holders) will pay the replacement cost for an item when it is lost or damaged beyond repair while checked out on their card.

- An item is considered lost when it is acknowledged by the library patron to be lost or it has been overdue for more than 35 days.
- An item is considered damaged beyond repair when the cost of repairing the item exceeds the cost of replacement.

- 6.2.2 Replacement costs are assessed based on the value of the item recorded in the automated library system.
- 6.2.3 A non-refundable \$5.00 administrative fee is charged to offset the cost of processing the replacement.
- 6.2.4 When a replacement cost is paid, any outstanding late fee on the item is waived.
- 6.2.5 If the item is returned, the bill for replacing the item is cancelled, and the library patron is charged the maximum late fee.
- 6.2.6 If a paid-for item is returned in good condition within two years of the date of payment, a refund of the replacement cost, minus the administrative fee, will be issued to the library patron.
- 6.2.7 Payment for a lost or damaged item belonging to one library may be made in any library in the NB public library system.

6.3 SUSPENSION OF BORROWING PRIVILEGES

- 6.3.1 When the amount of outstanding late fines, replacement costs, and/or other charges exceeds \$20.00, a patron's borrowing privileges will be blocked by the automated library system.

6.4 TRANSFER OF CHARGES TO COLLECTION AGENCY

- 6.4.1 Libraries will use a collection agency to recover long overdue materials and/or collect excessive unpaid late fines.

6.5 LOST LIBRARY CARD

- 6.5.1 A fee of \$2.00 is charged to replace a lost library card.

6.6 FEES FOR NON-BASIC LIBRARY SERVICES

- 6.6.1 Fees for non-basic library services, for example, photocopying, printing, and facsimile (faxing) services, are established by the local public library board.
- 6.6.2 The local library board may establish fees for other non-basic services, such as meeting room rentals.
- 6.6.3 Interlibrary loans are provided free of charge to NBPLS library patrons unless the lending library charges a fee, in which case the fee is charged to the patron. See NBPLS Policy 1071 – Interlibrary Loans.

6.7 LIBRARY FINE AND FEE DISPUTES

- 6.7.1 If a patron feels a library fine or fee has been charged in error, the patron should contact the employee-in-charge.

7.0 GUIDELINES / RECOMMENDATIONS

None.

8.0 REGIONAL GUIDELINES AND PROCEDURES

In consultation with the Provincial Office, Regional Directors may develop additional guidelines and procedures consistent with and necessary to support this policy.

9.0 REFERENCES

- New Brunswick Public Libraries Act. (<http://laws.gnb.ca/en/BrowseTitle>).
- New Brunswick Public Library Service. Circulation Services Manual.
- New Brunswick Public Library Service. Policy 1051 – Library Membership.
- New Brunswick Public Library Service. Policy 1071 – Interlibrary Loans.
- New Brunswick Public Library Service. Policy 1079 – Collection Deposit Service.
- New Brunswick Public Library Service. Policy 1080 – Home Library Service.
- New Brunswick Public Library Service. Policy 1081 – Books-by-Mail Service.
- New Brunswick Public Library Service. Policy 1082 – Educator Services.
- New Brunswick Public Library Service. Policy 1083 – Talking Book Service.

10.0 CONTACTS FOR MORE INFORMATION

NBPLS Provincial Office, (506) 453-2354

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