

## Arrowhead Library System Overdue Fines, Lost and Damaged Item Fee Processing

09/24/2014 9/23/15 amended

1. **Fines** that have been accrued at one library may not be waived by another library. Only fines for material owned by your library may be waived, at your discretion. Payment may be accepted for fines on items owned by other libraries. Fines collected stay with the library that collected it if the amount is \$20 or less. **If the amount collected is over \$20.00, the amount should be returned to the library owning the item or items. An exception will be made for a K-12 site using Horizon. Since K-12 schools are not able to collect fines, the school may waive the fines for items checked out on a K-12 student barcode number.**
2. **Fees for lost or damaged items and processing fees** from another library may not be waived. Only fees for material owned by your library may be waived, at your discretion. Payment may be accepted for lost or damaged items and the associated processing fees on items owned by other libraries. In that case, the money collected should be sent with documentation to the library that owned the item.
3. **Debt collection Fees/Revenue Recapture** owed to another library should always be sent to the library that owned the item with documentation.
4. **System Blocks** appear if the borrower has accumulated a higher level of fees or overdues than set in your library parameters. When the borrower card is scanned a smaller, gray window appears indicating that the borrower has exceeded set parameters - "Maximum fines", "Maximum overdues", etc. In this case, a button marked "Override" appears. ALS asks that library staff not override blocks, but inform the borrower that system limits have been exceeded and they cannot checkout items until the delinquencies have been dealt with. This protects YOUR library from abuse. Libraries do have the ability to override blocks and check items out, but should consider the risk.

### Notes:

**Soft Blocks** appear when there is a block of any kind or amount. The block record appears when a patron barcode is scanned with buttons marked "CKO" and "No CKO" at the bottom of the window. The library has the option to checkout items by clicking the "CKO" button, after notifying the patron of the types of blocks they have and what they should do to clear those blocks.

**Check Payments:** Patrons paying by check should write the check directly to the collecting library for fines in the amount of \$20 or less. For fines over \$20 and all fees, the patron should write the check to the owning library. Checks should be sent by courier or delivery to the owning library with a copy of the receipt or a note documenting what the payment is for. Fines and fees should be cleared by the library collecting the money from the patron.

**Cash Payments:** For any cash collected from a patron, local library policies should be followed. ALS recommends that the patron be given a receipt by the library as proof of payment. ALS also recommends that cash collected belonging to another library be deposited by the city and a check issued to the owning library.