



PIERCE
COLLEGE
Library and Media Services
Operational Policies and Procedures

Fines and Fees

Policy

Fines are charged on reserve items, distance learning materials, videos, recalled items, reference material, interlibrary loans, and calculators.

Item	Fine per day	Maximum late fee
Reserve	\$3.25	\$8.00
Distance Learning	\$3.25	\$8.00
Reference	\$3.25	\$8.00
Video	\$3.25	\$50.00
Calculators	\$1.00	Replacement cost plus processing fee
Interlibrary Loan	\$1.00	Replacement cost

If the item is declared lost, the student is responsible for the overdue fine of \$3.25/day or the maximum late fine of \$50, whichever is less, plus the replacement cost and the processing fee of \$15.

Calculators: \$1.00 per day fine, for days the library is open or a staff member is in the library to accept the return of delinquent materials. Maximum fine: the cost of the calculator plus a processing fee. This is \$90.00 for TI-82's, \$100.00 for TI-83's, \$125.00 for TI-84's, and \$125.00 for TI-89's plus the \$15.00 processing fee.

Criminal Justice book "Games Criminals Play": \$1.00 per day late fine.

Power Learning (TRIO) books: \$1.00 per day late fee.

PSYK.TREK (DVD): \$1.00 per day late fee. Lost or damaged DVD's are \$60.00 plus a \$15.00 processing charge.

Students may continue to check out library materials as long as the late fine/fee was applied during the current quarter. However, grades and transcripts will be blocked the day the fine/fee is accrued. The Circulation staff may block a patron's check out privileges if their fines and fees are large. (The amount to be determined by the circulation staff. Patron record should be documented.)

Library Debt

Pursuant to college policy (Withholding Services for Outstanding Debts), Library/Media patrons with a block on their account due to outstanding debts will be barred from

receiving transcripts and grade reports, registering, waitlist, and dropping classes until the debt has been paid.

When a patron reports a lost item from the library collection, library staff at both campuses (FS and PY) will check the shelves to make sure the item isn't on the shelves. Since a picture I.D. is required for each checkout, the patron is responsible to replace the item.

Video exceptions

Patron contacts the library reporting a lost video/DVD. The overdue fine will end at that time, but must be paid by the end of the quarter the item was declared lost. Staff will change the item status to "Lost Library Applied" explain the policy to the patron, and document the patrons' record. The overdue fine will be added to the replacement and processing fee and entered in their record. If the lost Video/DVD is not paid by the end of the quarter the item was declared lost normal late fees of \$3.25/day will begin the day after the quarter ends.

Full payment with cash or check can be made at the library, with the exception of items gone to collections. The library cannot take back any items once it has gone to collections. Other types of payment may be done at the cashier's office during business hours. Student record and registration blocks will remain in effect until the entire debt is paid in full.

Patrons may appeal to the Dean of Library/Media Services or the Vice President of Administrative Services for consideration of special or extenuating circumstances regarding their debt.

Referrals of Billed Items to Collections

All billed items over \$50.00 which remain unpaid at the beginning of the second quarter following the overdue will be sent to a collections agency (e.g. spring quarter for fall items.) This policy applies to all students, part-time faculty, part-time staff, and all community borrowers. Once an item is sent to collections, it cannot be returned to the library. Payment must be made through the collection agency.

Example: Overdue Occurring November 15
November 18: Overdue Notice
December 5: Replacement Bill
March 1: Collections Warning Letter
April 7: Account sent to Collections

Procedures

Students, Part-time Faculty, Part-time Staff

1. Normal overdue procedures are followed:
Overdue notice is sent 3 days after the item becomes due.
Replacement bill is sent 21 days following the overdue notice and the item is designated as lost in Voyager. The replacement bill notice contains a clear statement

that if the item is not paid, it will be referred to a collections agency. A block is placed on the student's grades and transcripts. (See attached example of a replacement bill.)

2. One month before the end of each quarter, a letter is sent to each patron in billed status from the previous quarter. The letter reminds the patron if the account is not cleared by the second week of the following quarter it will be sent to a collections agency, and that after that date the item itself will not be accepted for return. For example, reminder letters for bills generated during fall quarter are sent winter quarter, and payment is required by the second week of spring quarter. (See attached example of a collections warning letter.) Every reasonable effort will be made to work out a reasonable payment plan with the patron to avoid the account going to a collections agency.
3. The third week of each quarter, all accounts in billed status for more than one full quarter are sent to accounts receivable. Accounts Receivable forwards them to a letters and collection agency according to their policies and procedures. The letter includes patron name, id number and total amount due. The delinquency remains on Voyager until it is resolved with the collection agency.
4. When advised by Accounts Receivable that a delinquency has been resolved, it is removed from Voyager. The block on patron records is also removed.
5. No payments will be accepted for bills that have already been forwarded to collections. Patrons must pay the collection agency.

Full-time Faculty and Staff

1. Normal overdue procedures are followed.
2. Fine and Fee Notices have a sticker attached stating this is not a bill. It is a reminder that they have overdue material and they may call to extend the loan period. Fine and Fee Notices older than 3 quarters are referred to the Dean of Libraries/Media Services who will contact the faculty or staff member and encourage return of the materials. At the Dean's discretion, the faculty/staff member's supervisor will be contacted and the delinquency dealt with through the college's progressive disciplinary process. Faculty/Staff delinquencies are referred to collections only in extreme situations, and then only with the approval of the Vice President for Human Resources.
3. Faculty and staff are not charged processing fees.
4. Staff and faculty terminating employment with the college must clear all fines and fees before a library clearance is signed.

Collections/Returned item

The Library will not accept returned materials from accounts that have been sent to Collections.

Procedure

If materials on accounts sent to collections are returned, the Library will attempt to contact the person and advise the patron of the Library's policy.

1. We cannot accept the return item/s, because the account has been referred to a Collection Agency
2. The item/s now belongs to the patron.
3. The patron has 60 days to pick the item/s up. After 60 days the item/s are consider a donation to the Library and will be sent to Technical Services for review.
4. Library staff will document the patron and/or item records when materials are returned on accounts sent to collections.

Information to be included on the records:

- Date of returned item/s
- Date and brief description of attempt to contact or return the material
- Status of returned item/s, i.e. "Waiting for pick up or donated by patron"
- Date and initials.

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