

**LIBRARY FINES AND FINANCIAL HOLDS PROCEDURE**

<b>Procedure Section &amp; Number:</b>			<b>Effective Date:</b>	
<b>Policy Owner:</b>	Vice President Academic		<b>Last Revised:</b>	March 16, 2021
<b>Policy Administrator:</b>	Director, Student Services		<b>Review Scheduled:</b>	March 16, 2025
<b>Approver:</b>	Executive Committee			
<i>The official controlled version of this document is held with the Policy &amp; Procedure Coordinator.</i>				

**A. PROCEDURES**

When items borrowed from the Keyano College Library are overdue, lost or damaged the following procedures apply.

**1. Overdue Items**
**1.1. Notifications**

- a. The Integrated Library System (ILS) Workflows will send automatic notices to users via email to notify them of overdue items on their account.
  - i. Heads Up notice will be sent three days before and item is due.
  - ii. 1<sup>st</sup> Overdue notice will be sent when an item is outstanding 7 days after it's due date.
  - iii. 2<sup>nd</sup> Overdue notice will be sent when an item is outstanding 14 days after its due date.

**1.2. Overdue Fines**

- a. The NEOS Library Consortium (NEOS) currently have default, system wide fines. The Keyano Library waives incidental late fees (unless there is a pattern of abuse) and only pursues fines for lost, missing, or damaged materials.
  - i. The user's library account status will change to *blocked* when fines exceed \$50.00.
  - ii. Keyano College does not have the ability to waive overdue fines for items borrowed from other libraries.

## 2. Lost Items

### 2.1. Notifications

- a. The Integrated Library System Workflows will send an automatic notice to users to inform them an item's status has changed to lost.
  - i. Assumed Lost notices will be sent when an item is outstanding 31 days after its due date.
  - ii. Users will receive a monthly notification of the Bills owing on their library account until the item has been returned or the bill has been paid.

### 2.2. Fines for Lost Items

- a. A standard fee of \$150 will be applied to the user's account for each item that reaches the assumed lost threshold as per NEOS policy. The Keyano College Library does not collect \$150 for each item lost or damaged, but only the actual replacement value, including shipping.
- b. The user's library account status will change to *blocked* when fines exceed \$50.00.
- c. The Library will seek the current price (including shipping) of the lost or damaged item and charge the patron the total replacement cost of the item.
- d. If the item is borrowed from another institution by a Keyano patron, the borrower will need to coordinate with the lending library to determine replacement cost, payment methods and/or return of the outstanding item(s).
- e. If a student can replace the lost or damaged material themselves, fines can be waived. NEOS fines are cleared from library accounts after a seven-year period.
- f. Until items are returned, fines will accumulate to a maximum as outlined in Appendix A.

## 3. Fine Payments

- a. Payments for lost or damaged Keyano College Library items can be made in-person at either the Finance office of Keyano College, the Office of the Registrar, or via phone/internet banking remotely. The Keyano College Library does not have the ability to accept payment in any form.
- b. Borrowers should visit or contact the library to determine the actual replacement cost of items before attempting to pay any fines through the finance department.

- c. Payments for lost or damaged items borrowed from another library must be paid to the lending institution. Keyano College Library cannot waive or reduce fines for items belonging to another library.

## **4. Financial Holds for Students**

### **4.1. Financial Holds**

- a. Library staff will contact the Finance Department and the Office of the Registrar and request a financial hold be placed on a student's account when an item has reached 31 days overdue and has been marked as "Assumed Lost" in Workflows.
- b. Information provided to Finance and the Office of the Registrar will include: the student's name, Keyano student number, Item ID of the lost/damaged library material(s), the current replacement value, and the library's budget code for revenue.
- c. Library staff will contact the affected student by email and/or telephone to advise the student of the financial hold and its impacts.
- d. Staff will advise students that all fees, financial holds, and fines will be waived upon return of item(s) in good condition.
- e. In the event an item is lost or damaged, students will be required to pay the actual current replacement cost of the item(s) to return their account to good standing and remove the financial hold.

## **5. Employee Off Boarding Procedure for Library Materials**

### **5.1. Off Boarding Staff**

- a. Human Resources (HR) will notify library staff by email information about departing staff, faculty, and administrative employees.
- b. Library staff will update the expiry date of the departing staff's library account to reflect the end date of employment and determine if there are any outstanding materials.
- c. If there are outstanding materials, HR will be notified of the titles and the actual replacement cost in the case the items cannot be returned.

## **6. Library Membership**

- 6.1. Loan periods, renewals, and overdue fees are determined by type of library membership.

- 6.2 Library memberships are identified as:
- a. Primary users
  - b. Secondary users

## B. DEFINITIONS

- |                            |  |
|----------------------------|--|
| <b>(1) Financial Hold</b>  | Means the process of identifying a student who owes money or materials belonging to the College. A financial hold prevents the student from registering for new courses until the financial issue has been resolved.   |
| <b>(2) Fine</b>            | Means a monetary fee charged to a library user's account in the case of overdue, lost, or damaged materials.   |
| <b>(3) NEOS</b>            | Means the Networking Edmonton's On-line Services Library Consortium, which consists of 17 Canadian university, college, government, and hospital libraries with 49 sites between them. NEOS's holdings consist of books, electronic books, databases, and journals. Requests for physical materials are received through SirsiDynix Symphony's Workflows platform. SirsiDynix Symphony is the library's ILS. |
| <b>(4) Off Boarding</b>    | Means the HR procedure of verifying that departing staff have returned items belonging to Keyano College.  |
| <b>(5) Overdue</b>         | Means an item that has not been returned or renewed before its due date in the library ILS.  |
| <b>(6) Primary Users</b>   | Means students, faculty, and staff of Keyano College.  |
| <b>(7) Secondary Users</b> | Means community residents of Fort McMurray, TAL users that are not students, staff or faculty and NEOS consortium members that need materials via interlibrary loan.   |
| <b>(8) Workflows</b>       | Means the system Keyano College Library uses that enables all circulation activities and notifies patrons of overdue and late items.   |

**C. RELATED LEGISLATION**

- Not Applicable

**D. RELATED DOCUMENTS**

- [Library Borrowing Policy](#)
- [Library Inventory Procedure](#)

**E. REVISION HISTORY**

Date (mm/dd/yyyy)	Description of Change	Sections	Person who Entered Revision (Position Title)	Person who Authorized Revision (Position Title)
03/16/2021	New procedure	All	Library Acquisitions and Access Technician, Circulation Support Specialist, and Librarian, Chair of Library Services	Director, Student Services

**Appendix A:**
**A. REGULAR LOAN AND FEE PERIOD**
**1. Primary Users**

1.1. The tables below describe the regular loan and fee periods for primary users for items borrowed from the collections from both Keyano and Consortia collection. The loan period and fees are subject to change.

**a. Keyano Students**

Item	Loan period	Renewals	Overdue fees per item
Books	2 weeks	3	\$0.50 per day
Materials from other NEOS libraries	2 weeks	3	\$1 per day
Magazines and journals	1 week	0	\$0.50 per day
Reserve items	Varies	0	\$0.50 per hour
DVD	1 week	0	\$1 per day
Technology	Term/3 days	0	\$

**b. Keyano Faculty and Staff**

Item	Loan period	Renewals	Overdue fees per item
Books (general)	120 days	4	None
Books (curriculum and paperbacks)	2 weeks	2	None
Items requested from other NEOS libraries	2 weeks	3	\$1 per day
Video	2 weeks	4	None
Magazines and journals	1 week	0	None
Technology	Term/3 days	0	None

1.2. No holds can be placed on magazines, journals, technology, or reserve items.

**2. Secondary Users**

2.1. The tables below describe the regular loan and fee periods for secondary users for items borrowed from the collections from both Keyano and Consortia collection. The loan period and fees are subject to change.

a. TAL and Community Borrowers

Item	Loan period	Renewals	Overdue fees per item
Books	2 weeks	4	\$0.50 per day
Magazines and journals	1 week	0	\$0.50 per day

2.2. TAL members can borrow books from any other NEOS library that is a member of TAL.

2.3. TAL members can put a hold on materials from all NEOS Libraries.

2.4. TAL accounts are blocked if there is an item overdue. The account will be reactivated once the book is returned and fines are paid.

## B. RENEWALS

### 1. Online Renewals

1.1. Online renewals are made through My Library Account

1.2. Online renewals can only be made by credit students, faculty, and staff

1.3. To access My Library Account, Keyano Library users must provide the barcode from their Keyano Identification (ID) and the four-digit personal identification number (PIN).

a. PINs can be generated by following the instructions via the What is my PIN webpage or provided by Library staff.

### 2. Library Assisted Renewals

2.1. Primary and secondary users can renew library items:

- a. In-person at the Information Desk upon request
- b. Through request by phone call to the Library's main phone line (780-791-4917)
- c. By request via email to [askthelibrary@keyano.ca](mailto:askthelibrary@keyano.ca)
- d. By request via the Library's virtual reference chat service

### **3. Renewal Limitations**

- 3.1. Renewals will not be permitted if the item has a hold placed by another user.
- 3.2. Certain collections, such as the technology collection, may require a confirmation of proof of life. This requires the user seeking renewal to visit the Library in-person with the item requiring renewal for the staff to evaluate the patron maintenance and working state.
- 3.3. There is a maximum number of renewals allotted per item type. If the number of renewals has been exceeded, the item can no longer be renewed.
  - a. Exceptions to renewal limits may be evaluated on a case by case basis, with consultation of the Librarian and/or Director of Student Services.

## **C. LIBRARY FINES**

### **1. Consortial Fine Agreements**

- 1.1. Due to Keyano's partnership with library consortiums, standardized late fees and fines are added to a users account. As a result, the fees and fines may be more than expected or not be applicable for an item borrowed from a specific collection or library (e.g., overdue items borrowed from the Keyano Library's Collection).
- 1.2. In many cases, simply returning or renewing any overdue items can waive these fees entirely. To address the late fees and fines assigned to a user's account requires the user to contact the Library for assistance and clarification.

### **2. Financial Hold**

- 2.1. Students with items overdue for over 31 days will have a financial hold placed on their student account.
- 2.2. As per the Library Fines and Financial Procedure, the hold will remain in place until the items have been returned in good condition or the replacement fee has been paid in the case of lost or damaged books.
- 2.3. If the outstanding item(s) are returned to the Library in good condition all fines will be waived and the financial hold will be lifted.