

## **FINE WAIVER POLICY**

Effective immediately, the library's policy with respect to disputed fines and/or claims for returned or damaged items, other than technology hardware and associated accessories, is as follows:

A one-time only waiver of up to \$35.00 for fines and/or claims for returned or damaged items, other than technology hardware and associated accessories (which have a signed agreement). The one-time only waiver will be documented in the patron's permanent note field.

A snapshot of the patron's record is sent to the Administration office on the date of occurrence. A written notification will be sent to the patron of the reduction of the fine and notification that no other accommodations will be made in the future. Failure to pay full fines in the future will result in suspension of all Library privileges. Notification will be sent to the Administration office of the suspension of a Library patron's privileges.

If there is an instance when an occurrence is rectified, the patron's record will be altered to reflect the settlement. A copy of the altered patron's record will be sent to the Administration office.

Be aware when dealing with agitated patrons. It is very important to use common sense to defuse and free yourself and the Library of the problem as soon as possible.

If you have any difficulty, please ask the advice of your Supervisor.

All Employees-in-Charge should be aware of this policy and be ready to handle any situation should they be called upon to intercede in Circulation dispute.