

POLICY ON OVERDUE AND LOST MATERIAL

Effective Date: February 28, 2017 **Originating Office:** Library Administration

Supersedes /Amends Policy dated: November 5, 2013 **Policy Number:** LA-3

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PREAMBLE

When Library material is not returned according to the date due for each loan, this disturbs the equitable access to the collections expected by the primary Library users, jeopardizing their ability to complete their research and studies in an effective and timely fashion. A system of overdue fines, replacement charges and other sanctions is maintained in order to encourage the safe and timely return of loans.

The application of these charges, including the amount and type of charges, reflects normal practice in academic libraries.

SCOPE

This Policy applies to all primary and extramural users as defined in the *General Loans Policy (LA-1)* and the *Extramural Users Loans Policy (LA-2)*.

POLICY**Responsibilities of Users**

1. The user is responsible for returning borrowed material to the Library on time. An item loaned on an hourly basis must be returned by the exact hour due. An item loaned on a daily basis must be returned by Library closing time on the date due. Equipment must be returned to the service desk from which it was borrowed. Failure to return material by the due date or hour will result in the application of fines and sanctions.
2. When a borrowed item is recalled by the Library, the date due is changed. The user is responsible for returning the item to the Library on time according to the new date due. Failure to respond to the recall notice will result in the application of fines and sanctions.
3. The user is responsible for the care of any material borrowed, and will be charged for the replacement of lost material, and for the repair or replacement of damaged material.
4. Non-receipt of overdue notices does not release borrowers from their responsibilities to return books on time.

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Categories of Users

5. Fines and sanctions apply equally to all categories of users.

Fines and Sanctions

6. Overdue fines are calculated only at the time the corresponding material is returned or declared lost. Overdue fines are calculated according to the type of material as follows:

Books from the General Collection	\$1.00 per day per item from the first day overdue to a maximum of 20.00 per item
Recalled books from the General Collection	\$1.00 per day per item from the first day overdue to a maximum of \$20.00 per item
Videos and DVDs from the General Collection	\$2.00 per day per item from the first day overdue to a maximum of \$20.00 per item
Reserve materials loaned on a per-day basis	\$2.00 per day per item from the first day overdue to a maximum of \$20.00 per item
Reserve materials loaned on a per-hour basis	\$2.00 per hour (or part of an hour) per item from the first hour overdue to a maximum of \$20.00 per item
Laptops on hourly loan	\$10.00 per hour (or part of an hour) from the first hour overdue to a maximum of \$50.00
Tablets, laptops on daily loan and Technology Sandbox items	\$10.00 per day from the first day overdue to a maximum of \$50.00

7. An item is considered lost when not returned by due date and a maximum fine is reached, or when reported lost by the borrower.

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Replacement charges include:

- a) purchase price of the item
- b) overdue fine if applicable
- c) processing/billing fee of \$20.00.

Replacement copies purchased by patrons will not be accepted. Except for reserve material and equipment (for example: Technology Sandbox items, tablets, laptops, etc.), the purchase price may be waived or refunded if the item is returned within three (3) months of billing. The processing/billing fee is neither waived nor refunded.

8. Users are charged for damaged items at the cost of restoration, or replacement if necessary. Users will be charged full replacement cost when equipment is returned in an unusable state (for example, when a 'lock' is applied to a tablet or a laptop by a user and can only be 'unlocked' with the user's personal information).
9. Accumulated charges of \$5.00 or more, for all cases except faculty which is set to \$20.00, will result in the user being blocked from further borrowing (including renewals, Interlibrary Loans, and self service check-out) until such charges are resolved.
10. A user with overdue interlibrary loan material will be blocked from further borrowing until such material is returned.

Payments

11. Fines can be paid in cash with exact change, by cheque, money order, MasterCard, Visa, American Express, or Interac payment.
12. Any returned cheque must be replaced with a certified cheque, money order, MasterCard, Visa, or Interac payment before borrowing privileges are reinstated.
13. An unpaid debt is transferred to the student's University account. As stated in the University's Financial Regulations, students with overdue accounts, including unpaid Library fines, are not permitted to register or graduate. The Regulations are available on the University's web site and are outlined in the undergraduate and graduate calendars.

Questions, Comments or Complaints

14. Questions, comments or complaints about this policy or its application should be addressed to the Library Administration:

by email to:

lib-admin@concordia.ca

or by mail to:

Library Administration
Concordia University
1455 de Maisonneuve Blvd. West, FB 802
Montréal, Québec
H3G 1M8