



POLICY

SECTION: 4.3.a

SUBJECT: Waiving Fines and Fees

The Richmond Public Library materials are checked out for a specified amount of time. When patrons keep materials past the due date, a daily fine is charged. Fines accrue on overdue items up to a pre-set maximum dollar amount that varies by materials type.

The library's policy is that fines and fees are NOT waived unless the fines and fees are the result of an error made by the staff.

Staff waiving fines and fees without prior authorization may be subject to disciplinary action.

In extraordinary circumstances, the following staff may grant a waiver for fines and fees:

- Library Administration: may review extraordinary circumstances and adjust fines and fees for the library system (ex. natural disaster or event that disrupts library services)
- Head of Circulation at Main Library: may review extenuating circumstances upon request of a branch manager or individual and adjust fines and fees for a particular situation.
- Branch Library Manager: may request the Head of Circulation/Main Library or Library Administration to review a particular situation.

The Head of Circulation at the Main Library will review the override report on a monthly basis to monitor appropriate implementation of this policy.

Approved: **January 2006**