

# FAQs about Heights Libraries New Fine-Free Policies

## ***Why is Heights Libraries getting rid of overdue fines?***

Our goal is to ensure our customers can enjoy all the materials the library has to offer. Overdue fines can prevent some customers--especially young ones--from checking out items if their cards get blocked. Fines are more punitive than supportive, and do not provide a significant amount of income to the library. As long as customers return library items, we no longer see a need to charge overdue fines.

## ***What does this mean and when will this take effect?***

This program will begin on January 2, 2018, and pertains ONLY to items that belong to Heights Libraries. This means customers will not have to pay an overdue fine for Heights Libraries items checked out after this date. However, any items checked out through CLEVNET via a hold that do NOT belong to Heights Libraries are subject to the owning library's circulation rules.

For example, if a customer receives an item from the Sandusky Public Library via our hold program, they will have to pay any fees assessed by that library--we will not be able to forgive any overdue fines on an item belonging to another library. Please ask a staff person if you need help identifying items that may not be part of our fine-free program.

**PLEASE NOTE:** Overdue fines will continue to appear on your account, but will be removed when the item is returned.

## ***Does this mean that ALL my fines will be cleared?***

No. We can't waive fines for items that belong to other libraries, nor can we forgive fines assessed before the start of this program. Any fine for damaged or lost items must also be paid.

## ***Does this mean ALL items are fine free?***

No. This applies to the general collection owned by Heights Libraries. Special collections and items, such as video games, Hot Spots, and Inter Library Loan (ILL) items, will continue to accrue fines. (See the new fine schedule on the back of this flier for more details.)

## ***How will the library ensure that customers return borrowed items?***

If an item is not returned within 42 days of check out or renewal, the customer's account will be blocked. They will be charged a fee for the value of the book and an additional \$10 collection fee. At this point a collections agency will take over the responsibility of retrieving the items. The customer will not be able to check anything out until the items are returned and their collection fees are paid.

## ***How will the library protect the community's investment?***

The library, mostly through local taxes, provides a diverse and responsive collection of materials to our communities. If items are damaged or actually lost, we will continue to assess a fee to replace the material.

Currently, if a customer's fines and/or replacement fees accumulate to over \$15 they are blocked from using the library. As part of this program, we are lowering that amount to \$10. That means that the lesser expensive items that are not returned to us will trigger a block and encourage the customer to return the items promptly so others can enjoy them.

## ***Hey, I thought you were fine free! Why do I see overdue fines on my account?***

Overdue fines will continue to appear on your account until the item is actually returned to the library. That means that you could be blocked if your fees exceed the new \$10 threshold. This also means that you will not be able to renew the item if your card is in this state. The items will have to be checked back into the system in person, in order for your fines to be removed. Before your account gets to this point, just give us a call and we can renew your items. Again, our fine-free program pertains ONLY to materials owned by the Heights Libraries.

## ***What if I am not finished with my material?***

You can come into the library, visit our website, or give us a call to renew your item. To help you get the most satisfaction from your materials, we are increasing the number of times you can renew Heights Libraries' materials from five to ten times (some restrictions apply; see back for details). However, if you have more than 20 items overdue, you will not be able to renew anything. The items will have to come back to the library.

It is very important for you to keep track of the due dates. We encourage you to sign up for Net Notice through your CLEVNET account, which will alert you when items are coming due. Staff will be happy to help you sign up for this service.

Don't forget: Some items can't be renewed, such as Inter Library Loan, new movies, or items on hold for other customers. These need to be returned.

*continued on back*

# Item types and our new fine and renewal schedule

Item Type	Loan Period	Number of Allowed Renewals	Are Holds Allowed?	Fines Per Day
Blu-rays	1 week	2	Yes	No Fine
Book Kits	3 weeks	10	Yes	No Fine
Books	3 weeks	10	Yes	No Fine
Books on CD	3 weeks	10	Yes	No Fine
CDs	3 weeks	10	Yes	No Fine
DVDs	1 week	2	Yes	No Fine
DVD-Sets	3 weeks	2	Yes	No Fine
E-Books	3 weeks	0	Yes	No fines
Hotspots	2 weeks	0	Yes	\$5.00
Magazines	3 weeks	10	No	No Fine
New Books	2 weeks	10	Yes	No Fine
No Hold Books	2 weeks	0	No	No Fine
No Hold DVDs	1 week	0	No	No Fine
Playaways	3 weeks	10	Yes	No Fine
Playaway Views	3 weeks	0	No	No Fine
Potamus Packs	3 weeks	0	No	No Fine
Puzzles	3 weeks	5	No	No Fine
Video Games	1 week	0	No	\$5.00

**Questions? Call (216) 932-3600, visit [www.heightslibrary.org](http://www.heightslibrary.org), or stop in at any branch.**

