

Policy Title: Late Return Policy
Policy Number: LIB. 2600.3
Policy Owner: Librarian
Responsible Office: NAU Library (NAUL)
Revision Date: 12/20/2019

1. Purpose and Scope

The North American University Library (NAUL) system has numerous resources that include catalogued books, journals, newspapers, magazines, and electronically accessible books and periodicals. To ensure effective and efficient circulation of these resources by all potential users, it is crucial that the borrower returns/renews the materials on time in accordance with the Circulation Policy.

2. Policy

Late fees and damaged or lost library materials are the responsibility of the borrower. Library staff informs patrons about the material due date at the time of check-out/renewal. However, it is the patrons' responsibility to check their library account status by contacting the library either by email, phone call or in person. If item(s) are not returned within the designated borrowing period, applicable fees will be assessed to the cardholder's account and the patron's borrowing privileges are suspended.

NAU Library does not accept replacement items in exchange of payment for lost items. Unless damaged or lost materials are accounted for and the library record is clear, the patron's borrowing privileges are suspended. Further, the Bursar's office will be contacted, and a hold may be placed on the borrower's account, which can affect the ability to register for classes and/or get transcripts. Patrons do not pay overdue fees if they are charged for paying a lost item; however, library fees can be charged if the lost item is found or returned by the patron before the lost fee is paid. The maximum overdue fine is listed below in the fee schedule.

At the end of each semester and summer session, all those account with outstanding library material or late fees will be held. If the patron does not return the item within the school semester/session, item will be counted as lost unless returned; the lost penalty fee will be dropped upon returning the material, but not late fees.

FEE SCHEDULE

Overdue fee	\$0.10 per day per item
Accrued fee checkout limit	\$5.00
Maximum overdue fee per item	\$30.00
Material from Reference and Reserves (e.g. textbook)	\$5 per item for the first day and then an additional \$5 per item each day for a maximum of 3 days. After the third day, the replacement cost of the material, a hold on the patron's account, and immediate suspension from borrowing items from Reserves for 6 weeks.
Damaged or Lost item	Cost of item & processing fee (cost of item + \$5.00)
Insufficient funds/return check fee	\$30.00
Talking books replacement disc	\$7.00 per disc
Damaged/lost item barcode	\$1.00
Case for video, DVD, CD or CD-ROM	\$2.00
Case for a Talking Book	\$5.00
Jacket cover (video, DVD, Talking books)	\$3.00 (includes barcode)
Back jacket cover from CD or CD-ROM	\$1.00 (includes barcode)

3. Procedures

After getting information from the library on late fees and/or lost penalty fee, fees are paid through the Bursar's office. The Bursar's office will generate a receipt which the patron must bring to the library staff. A copy of the receipt is kept on file at the library to ensure that payment was made in case of future inquiries. It is recommended that patrons paying fines to the library bring a valid Student/employee ID card or a photo ID with their receipt to ensure the correct account is credited. The NAU Library does not keep cash on the premises, nor it is able to make change for the patrons.

4. Who Should Read This Policy



- Students
- Faculty
- Staff

5. History

- Updated: 12/20/2019