

## **Fines & Fees**

As of January 1, 2023, Western Allegheny Community Library is fine free. Fines will not accrue on overdue material.

Borrowers are however responsible for the replacement cost of library materials that are declared lost or damaged. The Library will not accept replacement of the actual item. Once the Library receives payment for a lost or damaged item, the item becomes the property of the patron. If a lost item is found within 30 days of payment, the Library can accept the return of or provide refunds for lost materials. Beyond 30 days, the Library cannot accept the return of or provide refunds for lost materials.

Borrowing privileges will be suspended for cardholders with fees totaling \$10 or more.

## **Collection Agency and Payment Plans**

The Library is obligated to attempt the recovery of all outstanding debt and/or library materials. To that end, borrowers with fees of \$50 or more are subject to contact from a collection agency. A non-negotiable collection fee will be applied to the account of any borrower who reaches this threshold.

The Library will make all attempts to work with patrons by providing payment plan options. Borrowers owing \$50 or more on damaged or lost material may request a monthly payment plan of no less than \$10 per month. Borrowers may continue to use all library services within the building and check-out materials as long as monthly payments are being made. Borrowers will not be able to access online materials or remote databases while making monthly payments.



# PATRON POLICY

## **Payment Method**

Fees can be paid at the Western Allegheny Community Library by cash, personal check or by credit card. Checks must be made out to “Western Allegheny Community Library”. Fee payments should be mailed to:

Western Allegheny Community Library  
181 Bateman Road  
Oakdale, PA 15071

To expedite processing, please include your library card number in the note/memo field of any check mailed.

Fees can also be paid online by credit card by logging into *My Account* on the online catalog or through the library app.

## **Replacement of Lost or Stolen Card**

Western Allegheny Community Library does not charge a replacement fee for a lost or stolen card however it is the responsibility of the patron to report any lost or stolen cards to the library. Borrowers will be responsible for the replacement cost of any items checked out to their card before it is reported lost. Any claim that a borrower did not check out items on their card must be supported by a police report listing the theft of the card and/or items dated within 2 weeks of the checkout.

## **Notes for Staff**

- Replacement items may be provided at the discretion of the purchasing librarian, please check with librarian before making the patron aware of this.
- For patrons on a monthly payment plan, please update the message on their card after each payment with the date.

Re-approved by the Board of Trustees 10/19/2020  
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