

1.3 LOAN PERIODS, FINES, AND FEES

While all of the Library's programs and most of our services are free, charges are required for certain services, replacement of lost items, or fines for overdue materials. Fines are calculated by type of material borrowed, regardless of whether the customer is an adult or a child. The library will send out reminder emails and phone calls for accounts but these are **courtesy reminders**. All fees and items on an account are the responsibility of the account holder. **Failure to receive library notices does not exempt the user from fines or fees incurred.**

Alexandria Library adheres to the following loan periods:

Books, CDs and some AV items	3 weeks
High Demand Items/ Thermal Cameras	2 weeks
DVDs / Kill-A-Watt Meters / Toys and Games	1 week

Items may be renewed three times, with the exception of items on educator or student accounts. Customers may renew in person, by contacting a branch, calling the telephone accounts system or by accessing their account online. Items on hold for other customers cannot be renewed. Customers with blocked accounts are unable to renew items.

Items are due before 10am on the day following the due date. After that, a fine per item is charged for every day that is past the due date, with the exception of days the entire Library system is closed. Fines continue to accrue until the items are returned or until a maximum per-item fine is reached, whichever comes first. Renewals online may be made until 11:59 pm on the due date. Items received through a book drop when the library is closed will be marked as received on the last business day the library was open.

It is the customer's responsibility to make sure that each audiovisual case contains all discs before returning audiovisual materials. If an item is returned missing one or more pieces, library staff will try to contact customers through provided account information. If the problem has not been resolved within 14 business days of the return of the item, the customer will be charged a fee of \$15 dollars for each missing disc or, in some cases, the cost of the entire item if no replacement disc is available from the library's vendors. No fee adjustment or refunds will be offered for materials returned after the 14-day period.

Since June 15, 2011, all accounts with delinquent fines and fees of \$25 or more for 60 days are forwarded to Unique Management Services, Inc ("Unique"). A non-negotiable service fee of \$10 is added to each delinquent account. Balances can be paid with cash, check, or credit card at any checkout desk or online with a credit card at My Account ([link to library account](#)). Balances must be paid in full to resume use of card/account.

Fines cannot be paid if there are outstanding items to be renewed or returned.

Overdue Fines

Item	Loan Period	Limit	Renewal*	Overdue Fee/Day	Max Charge/Item
BOOKS	3 WEEKS	50	3	\$0.35 ADULT \$0.20 JUVENILE	\$10 ADULT \$5 JUVENILE
AUDIOBOOKS	3 WEEKS	10	3	\$0.35	\$10 ADULT \$5 JUVENILE
CDS	3 WEEKS	10	3	\$0.35	\$10 ADULT \$5 JUVENILE
DVDS	7 DAYS	10	2	\$0.35	\$10 ADULT \$5 JUVENILE
PERIODICALS	3 WEEKS	10	3	\$0.35	\$10 ADULT \$5 JUVENILE
INTERLIBRARY LOAN*	VARIES	5	VARIES	\$1	COST OF ITEM

Service Charges

Internet Guest Pass (per visit).....	\$1.00
6 Month Temporary Resident card fee (non-refundable).....	\$10.00
Interlibrary Loans (per request)	\$5.00
Returned Check fee.....	\$25.00
Test Proctoring.....	\$35.00
Notary Public Service (Available at Law Library).....	\$5.00 per signature

Customers must pay for their own printing and copying.

Printing/Copying Fees

Photocopy (any size paper).....	25¢ per printed side of paper
Computer printout.....	25¢ per printed side of paper
Scanning (email/USB)	Free

	Passport Book Application Fee	Passport Card Application Fee	Execution Fee*	Expedited Processing (optional)
Ages 16 and Older	\$110	\$30	\$35*	\$60
Under Age 16	\$80	\$15	\$35*	\$60

*The execution fee is paid to the Library. All other fees are paid to the State Department.

All fees for the State Department must be paid by check or money order. Fees to the Library can be paid by check, money order or cash.

Lost or missing items:

Borrowers are responsible for the replacement cost of library materials that are declared lost. Once the library receives payment for a lost item, the item becomes the property of the customer. If lost items are returned within 30 days of paying replacement cost, the customer will receive a refund minus accrued fines and the \$5.00 processing charge per item. This excludes magazines, leased materials, thermal cameras, electronic players/devices, toys /games and Audiovisual

materials. These items cannot be replaced and may not become the property of the customer when a replacement fee is paid.

Audiovisual materials (DVD/CD discs), Thermal Cameras, toys/games and electronic players/devices are to be returned in the condition in which they are borrowed. The full replacement cost will be charged for each item lost or damaged. Alexandria Library does not accept replacement copies for lost or damaged audiovisual, Thermal Cameras, toys/games and electronic players/devices. In some cases components of thermal camera kits may be replaced rather than the entire kit. Prices vary by component.

Leased materials may not be replaced and do not become the property of the customer after lost or damaged fees are paid.

Item	Charge
Print Materials*	Cost of item + \$5.00 processing fee
Audiovisual Items*	\$15.00 per disc or cost of item
Library Card	\$2.00
Barcodes	\$1.00
CD & Audiobook Cases	\$1.50
DVD (single disc case)	\$1.50
DVD (multiple disc case)	\$3.00
Plastic Bags	\$1.00
RFD Tags	\$1.00

Sale Items

All Library Sale Items	\$1.00
Ear buds.....	\$3.00
Friends Tote Bags.....	\$3.00
Library Tote Bags.....	\$4.00
Umbrellas.....	\$15.00
USB Drives.....	\$8.00

Meeting Room Rental Fees

(Beatley, Burke, Duncan)

<i>Room</i>	<i>User Fee</i>	<i>Civic Group Fee</i>
Large Conference Room (Beatley)	\$25/hr	No Fee
Small Conference Room (Beatley)	\$10/hr	No Fee
Meeting Room (Burke)	\$25/hr	No Fee
Meeting Room (Duncan)	\$25/hr	No Fee

Note – all rooms must be reserved 7 days in advance. Reservations made after that time will be subject to a surcharge.

Approved 2/04, Reviewed 1/05, Revised 3/06, Revised 7/0, Revised 1/19