



Effective: 06-25-2020
Revised: 08-16-24; 10-02-2022
Pol. No.: CIR-4

Library Fees

Policy Statement:

In accordance with the City of Scottsdale Revised Code, § 20-20, all cardholders are responsible for materials borrowed on their card. The Library Director may impose and collect fines for the infringement of the established rules and regulations and may suspend or revoke the borrowing of any material by a cardholder who has failed or refused to pay any fee or to return the material by the due date set by the Library Director. However, on April 7, 2020, the City Council adopted Resolution No. 11745, which approved (i) the elimination of following Library fines: New and High Demand Materials Overdue, All Other Materials Overdue, and Maximum Overdue Fines, and (ii) the forgiveness and waiver of all existing overdue Library fines except for overdue interlibrary loan materials fines, all to be effective July 1, 2020. Scottsdale Public Library may charge fees to cover the cost of damaged or lost items.

Regulations:

1. A patron becomes delinquent when the charges on his/her account reach \$10.00. Borrowing privileges are suspended until the total charges owed are less than \$10.00.
2. Staff has the option of waiving or reducing a charge if they feel extenuating circumstances so warrant.
3. All library debts are discharged when listed in a patron's bankruptcy.
4. In accordance with the library's waiving procedures, a police report (filed within 60 days of items being due) is necessary for the library to consider waiving fees on items stolen from the patron or checked out on a lost/stolen library card.
5. Patron may be given a refund within six months of payment for lost items. Items must be returned in reusable condition.

6. Refunds must be issued by City check through the Accounts Payable department. Transactions processed by credit card must be refunded on the same credit card. Online payment made through the website will be refunded using the same payment platform.

Fees:

Lost or Damaged Materials, Kit /Kit Contents Replacement	Actual cost of item or if multiple items, the average cost of kit contents. If the material or equipment is provided to the library by a non-City of Scottsdale partner, the fee charged will be up to the cost of the materials paid for by the partner organization:
Lost or Damaged Miscellaneous Supplemental Materials/Contents	\$5.00 per item; replacements are not accepted.
Lost or Damaged Discs (pieces of multi-disc sets)	\$10.00 per disc (audiobooks/binge boxes only)
Damaged or Missing Media Liner	\$5.00 per/item processing fee
Lost or Damaged Book Club to Go Tote Bag	\$20.00 per bag
Returned Check & Credit Card Chargebacks	\$25.00