



## **Library Fines, Notices, Renewals, and Billing Information**

**Updated 10/16/2012**

**Q: How do I know when an item is due?**

A: We still stamp the due date on most of our items, unless you request a receipt instead. Please remember, however, that even if you do not see a due date, receipt, or notice for any reason, you are still responsible for returning the items you have out.

**Q: Do you send courtesy notices?**

A: You can sign up to receive courtesy notices via email or text messaging 3 days *before* an item is due. Ask a staff member to do this for you, or, access your library account online by going to <http://lakenet.lcoop.org>. Sign on using your 14 digit library barcode and your pin number (usually the last 4 digits of your phone number, unless you have changed it.) After you sign on you will find options to turn on these service, as well as other services such as keeping a record of your reading history or freezing your holds.

**Q: If I do not sign up for email or text messaging, when will I be notified that a book is overdue?**

A: At 21 days overdue, a notice is generated and mailed to you, after we have checked our shelves to make sure the item hasn't already been returned. You can also call us at 616-669-1255 or view your account online as detailed above.

**Q. What are your overdue fine rates?**

A. Most of our items have a .15 per day fine rate with a maximum fine of \$4.95. Reference items and entertainment dvd's are fined at \$1 per day with a \$10 maximum fine.

**Q: Can I renew items?**

A: Most books can be renewed once, unless another local patron has a hold for that title. After an item has been renewed once, it must be returned for at least 24 hours before it may be checked out to the same person again. To renew an item, call us at 616-669-1255 or log into your library account. Rental items cannot be renewed. If you have any questions about renewal, please ask our staff.

**Q: What happens if I cannot find a book, or have lost or damaged it?**

A: Come in and tell us right away and we will evaluate the situation. If you do nothing, an overdue notice will be sent at 21 days and a bill will be generated at 35 days. If we are mailing the notice or bill through the regular post office mail, we will check our shelves again before the notice or bill is sent. Email and text notices are sent automatically. If you receive a notice or bill about an item that you think has been returned, please call us.

# Gary Byker Memorial Library



**Q: What happens if I cannot pay my bill?**

A: We generally do not allow patrons to checkout when they owe over \$2.00 in fines or bills. If there are extenuating circumstances, however, please let us know. If the fines or bills are not paid within 3 months, and they equal \$40 or more, the account is turned over to a secondary billing or collection agency called Unique Management. They will send you an initial letter asking you to contact the library for payment or more information. If nothing is done in three weeks, they will send another letter. Two weeks later they will make two phone calls between 6-9 pm. If there is no action within 30 days, your credit will be reported and can stay on your record for 7 years. Juveniles can be sent to the billing/collection agency, but their credit and their parents' credit is not reported.

**Q: What if my child has a bill – can I still check out?**

A: No. As co-signer of your child's library card – you are responsible for paying any fines or fees on that card. Your child, however, is not penalized if a parent has a fine. We will still allow them to check out materials for their own use. Please be aware, however, that if you have a card of your own, you must use that card. You cannot avoid fines or bills by using another family member's card.

**Q: What if I lost my card and someone else used it?**

A: Unfortunately, you are still responsible for the materials. If your card is ever lost or stolen, please notify us at once. We will replace the card at no charge and delete the old card.