

# FINES AND FEES POLICY

## PURPOSE

The mission of the James and Abigail Campbell Library at the University of Hawai'i - West O'ahu (UHWO) is to provide excellent, user-centered service in meeting the information needs of students, faculty and staff. Our goal is to provide users with access to knowledge and to maintain a comfortable and safe learning environment.

To ensure the fair and equitable use of Library resources and to encourage responsible patronage, the Library assesses fines for overdue, lost, and/or damaged items.

## POLICIES AND GUIDELINES

The following policies and guidelines shall govern the use of the Library for all users:

- [UH Systemwide Student Conduct Code](#)
- [James and Abigail Campbell Library's Acceptable Use Policy](#)
- [Libraries of the University of Hawai'i System Circulation Policy](#)

## DEFINITIONS

- **Banner block:** Any borrower that has more than \$10 in overdue fines has a block placed on their system account (Banner). This restricts them from registering for classes, graduating, or requesting a transcript.
- **Borrowing privileges:** Users have access to a wealth of resources, including books and databases. Library users who accumulate \$10 or more in fines have these privileges revoked: they cannot borrow Library materials or use the Library's e-resources until their fines are paid off.
- **Damaged item:** Any borrowed item that is returned in poor condition that requires staff intervention and/or replacement. The fine is \$10 for processing and \$60 for replacement (if necessary).
- **Lost item:** Any borrowed item that has accumulated \$10 in overdue fines. The overdue fine is capped at \$10 and two additional fines are automatically added to the borrower's account: \$10 in lost-item processing and \$xx for the lost-item replacement. The replacement cost for Library materials is pre-determined by staff and ranges from \$60 for books to \$600 for laptops.

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## FINE RATES

Library materials must be returned by their scheduled due date. Due dates are clearly stated on the receipt you receive upon check-out. Items not renewed online or in-person before the due date will accrue fines. Patrons will be responsible for paying these fines.

### Fines are assessed at the following rates:

- Books: \$0.25 per day/item
- AV: \$1.00 per day/item
- Course Reserves: \$1.00/hour
- Laptops: \$10/hour
- Recalled Materials: \$0.50 per day/item

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## SETTLING FINES

### Appeal

If a borrower believes that extenuating circumstances warrant a waiving of accrued fines, the borrower can submit a **Library Appeal Form** to the Circulation Appeals Committee. The form can be accessed at the Circulation Desk or by emailing [uhwocirc@hawaii.edu](mailto:uhwocirc@hawaii.edu). It can be turned in at the Circulation Desk or emailed to [uhwocirc@hawaii.edu](mailto:uhwocirc@hawaii.edu).

### Payment

Fines and fees may be paid in-person with cash or check (made out to "University of Hawai'i") at any UH-system Library. The Library does not accept debit or credit card payments. If users wish to pay for fines and fees with a debit or credit card, they can call one of the following numbers:

-Hamilton Library: (808)956-7203

-Sinclair Library: (808)956-8308 x52

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## UNPAID FINES

Unpaid financial obligations will be sent to a third-party collection agency, Account Control Technology (ACT), if no attempt of payment or correspondence is made by the borrower after the overdue notice is sent. Patrons will be mailed collection agency notices to the address we have on file: the Library is not responsible for any un-forwarded, unread, or misdirected mail. Once accounts are referred to ACT, borrowers must settle delinquent accounts with them.

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**REVISED: MAY 17, 2018**