

FINE-FREE POLICY FAQS



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WWW.PLACENTIALIBRARY.ORG

1. Why is Placentia Library District no longer collecting overdue fines?

The District's goal is to make sure our patrons can enjoy all the books and services the library has to offer. Overdue fines can prevent some patrons, especially children, from checking out books and other materials.

2. How does the new fine-free policy work?

We will send notices to patrons regarding overdue library materials. If an item becomes thirty (30) days overdue, the patron's borrowing privileges are suspended until the item is returned or the replacement cost and processing fees for the item are paid. Overdue fines will not be reflected on the patron's account.

3. Where does the Placentia Library District funding come from? Will the Library lose money or materials due to the new fine-free policy?

Eighty percent (80%) of Placentia Library District's funding comes from property taxes and twenty percent (20%) from entrepreneurial services and grants. Overdue fines make up less than one percent (1%) of the District's revenue.

4. What if I have overdue items from Anaheim Public Library?

Though the Placentia Library District shares a catalog with the Anaheim Public Library, each library system has its own policies. The District's fine-free policy does not apply to items owned by the Anaheim Public Library. Patrons with overdue items owned by the Anaheim Public Library will be responsible for those charges.

5. Where can I pay for my Anaheim Library overdue items?

Patrons have three options to pay for their Anaheim Library overdue items:

1. Online
2. In person at Anaheim Public Library
3. Mail a payment check to Anaheim Public Library

6. Are overdue fines waived if I check out items from the Placentia Library District at Anaheim Public Library using my Anaheim library card?

Yes, but only for the Placentia Library District overdue items. Where a patron returns his/her items and what library card he/she has have no impact on the District's fine-free policy.

7. If I owe \$10.00 or more in fines with an Anaheim Public Library, can I still check out Placentia Library District materials?

No. Accounts with \$10.00 or more in fines/fees will not be allowed checkout privileges.

8. What is the difference between a fine and a fee?

Fines are punitive. Fees are for library services and products, e.g., passports, testing, library cards, copying, etc.

9. What is the Placentia Library District doing to get patrons to return borrowed materials?

The District will continue to impose fees for lost or damaged library materials. Additionally, patrons who have long overdue materials will have their library card blocked, which disables them from checking out additional physical items until the overdue materials have been returned. If an item is not returned by thirty (30) days passed its due date, it is noted as a lost item and the patron is charged a replacement fee. Checkout privilege will be suspended until the patron clears his/her account.

10. Are outstanding Placentia Library District fines waived?

Yes.

11. My account is in Collections. Do I still owe a collection fee?

Yes.

12. Is the Placentia Library District really no longer collecting overdue fines?

Yes. The District wants to encourage patrons to borrow items and return them so others can have equal access to the collection to enjoy.

13. What happens if I do not return my books or other library items?

If a patron does not return library materials, his/her borrowing privileges will be suspended until the materials are returned. If an item becomes thirty (30) days overdue, the item will be considered lost and the patron will receive a bill for the replacement cost.

14. What is the cost for lost library materials?

Replacement costs vary by item. The District purchases materials for the benefit of the entire community. If an item is lost, patrons will be charged the replacement cost and a processing fee, to re-purchase the exact item.

15. Does the Placentia Library District fine-free policy apply to Interlibrary Loan items?

Yes; however, Interlibrary Loan materials are subject to the reminder schedule and billing procedures of the lending library's rules and policies, postage fees and other fees imposed by the lending library.

16. Will I still receive emails and phone calls when an item is overdue?

Yes. Patrons will continue to receive overdue notices, emails or phone call reminders for overdue items. If you like to receive emails from the Placentia Library District, please consider calling the Information Desk at (714) 528-1906 and provide our staff with your email information.

17. What about old fees that I still owe?

Fees that are still on a patron's library account must be paid. All overdue fines on a patron's account will be waived.

18. Will the Placentia Library District renewal policy remain the same?

Yes. There are no changes to the District's renewal policy.

19. Are the Library of Things (LOTs) rental items included in the new fine-free policy?

Yes. LOTs items are also subject to specific LOTs lending guidelines. Please visit our website at www.placentialibrary.org for additional information.