

Library Materials Recovery Policy

Pleasanton Public Library's mission is to be the place for all members in the community to Discover, Connect, and Share. To fulfill this mission, the library provides free and equal access to resources in a variety of formats to meet the cultural, informational, recreational, and educational needs of the diverse community it serves.

To increase access, circulation, and recovery of library materials and resources, the library does not charge daily overdue fines for Pleasanton Library materials, provides for automatic renewals of Pleasanton Library materials, and offers a variety of phone, email, and text notification methods.

To ensure materials continue to be available for all, the library charges material recovery fees to cover the cost of lost and damaged items.

Loan Periods and Automatic Renewals

- The initial loan period for all Pleasanton Public Library materials is 3 weeks (21 days), with the exception of Lucky Day DVDs, which is 1 week (7 days).
- After the initial 3-week loan period, if a borrowed item is not returned, it will be automatically renewed up to two times (6 weeks or 42 days).
- Items will not be automatically renewed if they are on hold for another member or have previously been renewed twice.

Member Notifications

- The Pleasanton Public Library strives to provide a wide variety of notification methods to help members easily track the due dates of their library materials.
- Library members are automatically notified that an item is due through email notifications or automated phone calls, depending upon account preference.
- Library members may choose to be notified through a text message service, with customizable alerts for account holders and their family members.
- Library members can track due dates on the library web catalog, the library app for mobile devices, or contact the library by phone or in-person with account questions.

Material Recovery Fee Timeline

30 days after due date:

- If an item is not returned within 30 days after its due date, a material replacement fee will be assessed, which is the retail price of the item plus a \$5 processing fee. The library member's account will be temporarily suspended.
- If an item is reported lost, a material replacement fee will be assessed, which is the retail price of the item plus a \$5 processing fee. The library member's account will be temporarily suspended.
- If an item is damaged, a material replacement fee will be assessed, which is the retail price of the item plus a \$5 processing fee. The library member's account will be temporarily suspended.
- If the item is returned in good condition during this period, the material replacement fee and processing fee will be removed, including the temporary suspension on the library member's account.
- If the item is damaged, the library member can pay the material replacement and processing fee, which will remove the temporary account suspension.
- If the item is lost, the library member can pay the material replacement and processing fee, which will remove the temporary account suspension.

60 days after due date:

- If the library member does not return an item within 60 days after being assessed the material replacement fee and processing fee, the library member will receive a collection agency notification for the total fees owed, which is the retail cost of the item including the processing fee plus a collection agency fee.
- The materials recovery process allows up to a total of 123 days¹ to return or pay for an item before the account is referred to the collection agency.

Purchasing a replacement item to eliminate the lost/damage cost is not accepted due to edition and cataloging issues.

Material Replacement Refunds

- The replacement cost of the item is refundable, minus the processing fee, if it is returned in good condition within 90 days of the paid date, with the exception of LINK+ items.
- Refunds are issued in the form of a check payable to the library member and mailed to the address on file in the library card account.

Fee Waivers

- Fees may be waived for library members due to special circumstances, such as, but not limited to: technical difficulties with the circulation system, lost items that

¹ Total days depends on type of item, whether item was on hold, and renewals.

have been recovered, workflow constraints at the returns outlet, emergency facility closures, and Library Commission-approved fee amnesty days.

- When determining individual fee waivers, library staff may consider any number of reasonable factors, including, but not limited to: a library member being unaware of library policies with regard to fees; a library member who is unable to pay the entire amount owed due to personal hardship; personal emergencies and extenuating life circumstances; or a library member who has paid a fee and can provide supporting documentation.
- Member Services staff assess the damage of a returned item. If the damage is beyond normal wear and tear, such as pages missing, liquid damage, animal damage, etc., staff will notify the library member about the damage and bill the library member for the replacement cost.
- All items subject to material replacement are kept in the library for six months for library members to review before an item is paid for.
- If a library member disputes the charge of a damaged library item, the library member can discuss the item with Library Administration for further review.

LINK+ Lending Service

- The LINK+ lending service is a collaborative system that allows Pleasanton Public Library members to borrow materials from participating public and university libraries in California.
- Fines and replacement fees on these materials will continue to be charged per the LINK+ consortium agreement.