

City of Shafter Library and Learning Center Fees Policy

With this policy, the Shafter Library and Learning Center (SLLC) seeks to balance two important aims. First, we aim to protect the materials purchased by public funds and entrusted to our care by the public. Library members are expected to take reasonable care with these materials and return them in good condition. Second, we aim to make the library accessible for everyone in our community, particularly for our young members.

Late Materials

For books and materials that are over 30 days past due, the member's account will automatically incur the full replacement cost of the item. It is at the discretion of library staff to determine if special circumstances allow replacement fines to be waived if items are returned after these designated periods. Once paid for, materials are the property of the member and replacement fees will not be refunded.

Customers with charges for items that have not been returned in the period listed in the previous paragraph will have their account blocked until related fees have been paid or have been satisfactorily worked out with SLLC management.

If an item is late due to being lost or damaged, members should notify the City of Shafter Library of the items' status. Librarians will work with members to extend due dates (when possible and within reason) for missing items. Replacements may be accepted for lost or damaged items if:

- The library has been notified within a reasonable amount of time
- The replacement is in "new" condition and matches the description of the item lost/damaged (i.e., hardcover, paperback, large print)

Overdue Notices

An email reminder will be sent 2 days prior to an item being due, and reminder emails will be sent 7, 14, and 21 days after the due dates. To ensure receipt of these emails, members should make sure we have an up-to-date email address attached to their account. Not receiving library emails does not negate the member's responsibility for returning library items.

Holds

We are confident that our members will strive to continue returning library materials in a timely manner. When items with holds have not been returned on time, library staff will attempt to contact members with the items checked out to ensure timely access to desired items.