

Appeal of Library Charges Form



Appeal Process

A Borrower may submit an appeal if he/she believes Library charges for overdue, lost, or damaged items are mistakenly assessed or extenuating circumstances warrant reduction or cancellation of the charges.

The outcome of the appeal will be emailed to the Borrower within 14 days of receipt of this notice by the Library Director, and will be noted by Circulation Department Head in the Borrower record.

Complete both sides of this form and email it to Yvette Couser, ycouser@merrimacklibrary.org or drop it off at the Circulation Desk.

Reasons generally not regarded as valid for canceling or reducing charges:

- Lack of knowledge of Library policy
- Disagreement with the Library fine or fee structure
- Inability to pay fees and charges
- Material loaned to a third party
- Non-receipt of Library reminder notice
- Outdated contact information on Borrower's account
- Returning items to other Libraries

Name: _____ Library Card #: _____

Address: _____

City/State: _____ Zip: _____

Phone: _____ E-mail: _____

Today's Date: _____

Identify the item(s) whose fines and/or fees you are appealing:

In the space below, fully state the reasons for your appeal. Include any relevant facts and extenuating circumstances. Please be specific and complete. Attach additional sheets as necessary.

I have read the Library Appeals information, and I understand the Appeals Process.

Signature: _____

For library staff use only:

Decision of Appeal:

Appeal Granted

Charges reduced to:

Appeal Denied

Reason:

Director's Signature:

Follow-up Action Taken

Date form received _____

Director to review patron account

Patron Notified, Date: _____

If applicable, adjustments made to account:

Submission to Library Board of Trustees