

POLICY STATEMENT CONCERNING FEES CHARGED BY THE LIBRARY  
& HOW THEY ARE COLLECTED

HANNIBAL FREE PUBLIC LIBRARY BOARD OF TRUSTEES

Adopted and Effective: August 11, 2008

Amended: January 13, 2014, April 11, 2016, August 9, 2016, October 9, 2018, July 20,  
2020, November 9, 2021

The Hannibal Free Public Library Board of Trustees provides basic library services, which are free of charge at the time of service. Citizens of the City of Hannibal pay for basic library services through property and other related taxes. Ralls County contracts for library services at the Hannibal Free Public Library for its citizens. Non-resident fees are charged to those who reside outside the City of Hannibal in Marion County or in nearby counties in Missouri and Illinois other than Ralls County, and to others who want to purchase a card.

Hannibal Free Public Library provides certain specific fee-based library services that go beyond basic services provided to all patrons. The Library Board has established fees so individuals using them may pay for part of the expense of providing these additional services. Fees are outlined below. In addition, the Library Director may establish similar fees from time to time as the situation warrants.

FEES FOR NON-RESIDENT AND VISITOR USE

Non-resident patrons are users of the Library's services who do not reside in the City of Hannibal or in Ralls County. A fee is assessed each household to recover costs associated with provision of basic library service. The fee is calculated on a formula devised in 1994, as follows: Library Property Tax Support per Capita for the Current Fiscal Year divided by the number of Housing Units in the City of Hannibal. Non-Resident Library Borrower's Cards are made available for a year at a time. Fees associated with them are non-refundable and non-transferrable.

**\$100.00 (one hundred dollars) per year from date of issue for Non-Resident Library Borrower's Card (one or more people regardless of family relationship residing at the same address)**

Current holders of Non-Resident Library Borrower's Cards are also responsible for any photocopies, printouts, replacement fees, etc., as outlined below.

Adults who do not reside in Marion or Ralls County may request the use of a public Internet or word-processing computer. These visitors may use the Library's computers for an hourly fee without first obtaining library borrower's cards. The hourly fee is assessed for any use up to an hour. It is not divisible into quarter-hours, etc.

**\$2.00 (two dollars) per hour for Visitor Computer Use**

## FEES ASSOCIATED WITH LATE RETURN OF BOOKS AND OTHER MATERIAL

On May 12, 2020, the Hannibal Free Public Library Board decided to stop charging ~~future~~ for most overdue fines and waive overdue fines already assessed on patrons' records. Overdue fines continue to be charged for late return of materials borrowed through Inter-Library Loan or Reference Books borrowed by special arrangement. Fines are also charged when patrons request items through ILL but fail to check them out.

**\$1.00 (one dollar) per day for late return of ILL or Reference Books to a maximum of \$50.00 per item**

**\$5.00 (five dollar) per day for late return of AV Equipment to a maximum of \$50.00 per item**

**\$3.00 (three dollars) per item for failure to pick up ILL items**

These fees may be waived at the discretion of the Library Director. In addition to the fee for ILL items, the Library Director may decide to decline to request ILL items for the delinquent borrower in the future. Likewise, the Library Director may decide to decline to arrange special loans of Reference Books and/or AV Equipment for the delinquent borrower.

## FEES ASSOCIATED WITH REPLACEMENT OF LOST OR DAMAGED MATERIALS

The value of library materials does not depreciate over time, and fees for replacements are not reduced because the book or other material has been used. The Library is interested in maintaining its collection by replacing the type of material that is lost, and not necessarily the identical title. Therefore, the Library assesses a default price based on the type of material. The Library reserves the right to compare costs and assess the actual value of the material when this is believed to be different than the standard charge. Specific default prices may be found below.

The Library accepts return of materials that have been declared lost in circulation. The Library determines whether to reinstate long overdue items.

The Library typically does not accept a patron's purchase of replacement items in lieu of payment for lost materials. On occasion, the Library Director may make an exception.

The Library recognizes that most patrons who return damaged items have not caused the damage deliberately. Materials returned in poor or damaged condition are evaluated to determine whether the damage is due to normal use. The Library does not charge for wear-and-tear on books due to normal use. Fees are assessed ~~for~~ to mend damage beyond normal wear-and-tear and/or to replace items that can no longer circulate.

Deliberate damage to Library materials is more serious. In addition to charging for repair of damage or full replacement, a fine may also be assessed in the case of deliberate damage or mutilation of Library materials. Assessment of a fine for deliberate damage to Library materials is at the discretion of the Library Director. Additional penalties may also apply.

Patrons are discouraged from attempting to mend library materials and will often instead be charged a fee for damaging the material they are attempting to mend.

Roaches, bed bugs, or other insects constitute a hazard to the collection, and the patrons of the Hannibal Free Public Library. It is therefore prohibited to bring such bugs or insects into the library, either intentionally, knowingly or negligently. Any materials returned by patrons that show evidence of bed bugs, roaches, or other insects may result in a specific patron's or family's borrowing and computer use privileges being temporarily suspended. This suspension will be lifted when proof is presented that the residence in question has been treated by a licensed pest control company, or has been inspected and is clear. Patrons may also be charged fees to replace the library materials or to treat them.

### **REPLACEMENT FEES**

The fees listed below include the cost of the item, the barcodes and other labels, and the time it takes the Library to acquire the replacement copy or subject. The fees for AV items also include the cost of the cases.

- \$40 default for each lost or damaged large print book**
- \$40 default for replacement of each adult audiobook**
- \$35 default for replacement of each lost or damaged hardcover adult non-fiction title**
- \$30 default for replacement of each lost or damaged hardcover adult novel**
- \$28 default for replacement of each lost or damaged adult non-fiction trade paperback**
- \$25 default for replacement of each lost or damaged music CD**
- \$20 default for replacement of each lost or damaged hardcover children's or YA book**
- \$20 default for replacement of each lost or damaged adult fiction trade paperback**
- \$20 default for single-disc DVD**
- \$15 default for replacement of each lost or damaged adult mass market paperback**
- \$15 default for replacement of each lost or damaged children's or YA trade paperback**
- \$10 default for replacement of each lost or damaged children's or YA mass market paperback**
- \$10 default per disc for multi-disc DVD after \$20 default for 1<sup>st</sup> DVD**
- \$10 default for each lost or damaged board book**
- \$10 default for each lost or damaged circulating jigsaw puzzle**
- \$6.50 default for replacement of each lost or damaged magazine**

**or by Director's or designee's approval,**

**Current cost of the title plus \$5.00 for the labels (if default is significantly different).**

**For accidental damage, if staff can repair the item, typical processing fees are assessed at the following rates:**

- \$1.00 per barcode or other label
- \$2.50 per book jacket
- \$8.00 to \$15.00 per AV case (actual cost)
- \$1.00 per page for miscellaneous damage; e.g., torn or cut pages, pencil marks, paperclips, sticky notes

**\$25.00 fine per item is assessed in addition to replacement fees for each item should damage be deliberate and malicious.**

**Replacement fee for materials borrowed from another library: \$50 minimum (amount above \$50 to be determined by the owning library.)**

#### FEES ASSOCIATED WITH BOOK SALES

The Library sells excess inventory through book sales. An annual or semi-annual sale is offered whenever one is required. Included are donations never entered into the collection and books and other materials withdrawn from the collection because of excessive use, currency, and diminished use. Items are sold “as is.”

\$1.00 per item or \$3.00 per Library-supplied bag is the fee typically charged at book sales.

The Library Director or designee may establish a different price should the item warrant. For example, encyclopedias are typically sold as sets ~~in sealed bids~~, and recent like-new bestsellers are often priced higher. Also, at the end of book sales, the Library Director may decide to reduce prices. The Library also participates in the City auction.

#### OTHER FEES

- Any fees for an inter-library loan (ILL) item assessed by a lending institution is the patron’s responsibility. The Library must gain the patron’s consent for the fee prior to borrowing the item or requesting the copy.
- Each replacement library borrower’s card is available at a \$3.00 fee.
- Earbuds, when available, are offered for sale as a convenience. There is no requirement that they must be purchased from the Library. When available, earbuds are offered current retail cost.
- Batteries, when available, are offered at the current retail cost. Batteries are offered for sale as a convenience. There is no requirement that they must be purchased from the Library.

- USB sticks, when available, are offered current retail cost as a convenience. There is no requirement that they must be purchased from the Library.
- \$.20 (twenty cents) per side is charged for 8½” x 11” printouts, scans, and black & white photocopies, \$.25 (twenty-five cents) per side for 8½” x 14” scans and black & white photocopies, and \$.30 (thirty cents) per side for 11” x 17” scans and black & white photocopies. For color photocopies, \$.25 (twenty-five cents) per side is charged for 8½” x 11” color photocopies, \$.30 (thirty cents) per side for 8½” x 14” for color photocopies, and \$.35 (thirty-five cents) per side for 11” x 17” color photocopies. Patrons are responsible for all pages printed or photocopied and are encouraged to use “Print Preview” before printing.
- Outgoing fax service is charged at \$2.00 for first page and \$1.00 per page for subsequent pages; for incoming fax service, \$1.00 for first page and \$.25 per page for subsequent pages is charged.
- Plastic jacketing of patron’s personal books is provided at \$2.50 per book, as staffing permits.
- Hot lamination is provided at \$1.00 per linear foot, as staffing permits.
- Upon referral to the Library’s collection agency through October 2021, the patron is was assessed a fee of \$10.00. This was a pass-through fee and represents what the collection agency charged the Library. Patrons already assessed the Collection Agency Fee remain responsible for it.

### PAYMENT OF FEES

Patrons must have library borrower’s cards in good standing before they can check out materials or use the Library’s computers. Reinstatement of borrowing privileges is accomplished through payment of all fees accrued to the card. Payment may be made in US currency in cash, money order, cashier’s check, or personal check.

Patrons may pay what is owed in one payment or may space out the payments over time. Unless so ordered by a court of law, in no circumstance will the Library enter into a payment plan, installment agreement, or other payment-over-time arrangement with a patron. Partial payment will not preclude the Library from attempting to collect on a patron’s debt.

Cash up to and including \$20 bills is typically accepted. However, Library staff have the right to refuse to accept bills \$20 and larger without explanation because little change is on hand and/or because counterfeit money or another scam is suspected.

Personal checks typically are accepted, except in the instance when the Library has experienced an NSF check from the patron, or from the patron’s parent or guardian in the case of a minor child or legally incapacitated adult.

The Library does not currently accept payment using credit and debit cards because of costs associated with their use. PayPal and similar services are not currently in use either.

### CLAIMED RETURNED ITEMS

“Claimed Returned” is the term used for materials that a patron claims to have returned but have not been checked in and cannot be located by Library staff. Library staff has the right to question patrons regarding a claimed returned item, and to grant or deny the claim. Claims should be completed prior to receipt of the first billing notice; however, the Library Director may extend the date. A maximum of three open Claimed Returned items is allowed per patron. Thereafter, no further claims will be accepted and the patron will be held responsible for the replacement charges assessed for any additional lost items. An item remains an open Claimed Returned on a patron’s record until that item is located and Library staff checks it in.

Once checked in, the item is no longer an open Claimed Returned. If the item is returned in poor condition, it is handled in the manner established for damaged materials.

### OTHER CANCELLATION OR WAIVER OF FEES

Because fees are charged only for library services that go beyond the basic, it is unusual that the Library would forgive (or waive) fees. However, at the Director’s discretion, or the discretion of his or her designee, fees may occasionally be waived. Often this waiver is provided because of a health emergency, house fire, or similar circumstance.

When the Director or designee decides to waive a fee, it is waived. No “volunteer” work is exchanged for the waiver. Further, Library staff members are not permitted to lend or give patrons money personally to pay for fees and fines. Fees may be cancelled by Library staff should it be found that the original charge was made in error.

### REIMBURSEMENT OF SPECIFIC FEES

Refunds for lost-and-paid materials returned in good condition, whether or not reinstated, are made provided the materials are returned within six months of the date of original check-out. Refunds require a voucher and approval by the Library Board of Trustees. This process typically takes up to six weeks.

Earbuds, USB sticks, and batteries are not returnable, and no fees will be refunded.

Once a replacement library borrower’s card has been purchased, its price is non-refundable even when the lost card is found.

Fees associated with Non-Resident Library Borrower’s Cards are non-refundable and non-transferrable.

Book sale materials are sold “as is” and cannot be returned for refunds.

Fees paid for interlibrary loan items are refundable in the circumstance that the Library cancels the request because it cannot obtain the requested item. ILL fees are not refundable should the patron cancel the request.

### OVERDUE NOTICES, BILLING NOTICES, AND REFERRAL TO COLLECTION AGENCY

Patrons are notified of due dates at the time items are checked out. As a courtesy, two overdue notices are also sent to patrons who have kept books and other materials beyond their due dates. The first notice is sent three weeks after the due date via email or US mail. The second notice is mailed via US mail five weeks after the due date.

Two billing notices are mailed. The first bill is mailed via US mail seven weeks after the due date. Before it is sent, overdue items are declared lost. The final billing notice is mailed via US mail ten weeks after the due date. A person is presumed to have received the final billing notice when the Library sends it via US mail to the last address provided to the Library by the patron.

Patrons have fourteen days beyond the second bill to respond. At the Director's discretion, those who owe over \$150.00 in replacement fees may be referred to the Hannibal Police Department, the City Attorney, and/or the Marion County Prosecutor for prosecution under City Ordinance Sec. 16-238 or Revised Statutes of Missouri (RSMO) Sec.572.210 - Library theft, guilty of stealing. Prior to referral for prosecution, a final billing notice must be sent via certified US mail. Often this is sent as a second final billing notice. Upon request of the patron or the patron's parent/guardian in the case of a minor child or incapacitated adult, the Library Director may grant a delay in the referral for prosecution.

Unless so ordered by a court of law, the Library will not enter into a payment plan, installment agreement, or other payment-over-time arrangement with a patron. Partial payment will not preclude the Library from referring a patron for prosecution.

The Library may attempt to contact a patron by phone or email concerning overdue materials and to seek their prompt return. In exceptional circumstances, the Police may be asked by the Library Director or designee to become involved in the retrieval of any materials having great value if the patron has not responded to overdue notices and/or telephone calls and gives no indication of plans to return such materials.

### CHECKS RETURNED FOR NON-SUFFICIENT FUNDS

The City Collector determines the fee for checks returned for non-sufficient funds (NSF checks). Borrowing privileges are revoked once more as soon as Library staff learns of the NSF check. The NSF check must be handled at City Hall during normal business hours and a receipt presented to the Library before privileges are again re-instated. Patrons who have a history of closed accounts or accounts with insufficient funds may be required to pay future fees and fines in cash, money order, or cashier's check.

## BANKRUPTCY AND PAYMENT OF FEES

Once the Library is notified that a bankruptcy has been filed, collection activity is suspended on the patron's account and on the accounts of any minor children resident in the household until the Library is notified of the outcome. In the interim between filing and decision, patrons must be treated as if the bankruptcy were already granted, although actual waiving of fees is not done until the Library is notified that bankruptcy has been granted. If a bankruptcy is dismissed, all Library fees remain due. Regardless of outcome, the patron is still held responsible for return of Library materials in good condition or payment for them. Library materials are owned by the Hannibal Free Public Library and are not subject to the terms and conditions of a patron's bankruptcy. Typically fees for lost and replacement items are paid and cleared before the bankruptcy is discharged.

## AUTHORITY

This policy updates and replaces part of the previous "Borrowing Policies." It supplements the following policies: Public Use of Computers; Borrowing & Placing Holds.

The Missouri Revised Statutes (RSMO) 182.230 (2013) provides that

Every library and reading room established under sections 182.140 to 182.301 shall be forever free to the use of the inhabitants of the city where located, always subject to such reasonable rules and regulations as the library board may adopt in order to render the use of the library and reading room of the greatest benefit to the greatest number. The board may exclude from the use of the library and reading room any and all persons who willfully violate such rules. The board may extend the privileges and use of the library and reading room to persons residing outside of the city in this state, upon such terms and conditions as the board, from time to time, by its regulations, may prescribe.

The City of Hannibal's Ordinances, Sec. 16-238, "Library theft, guilty of stealing," provide that

- (a) Any person who:
  - (1) Knowingly removes any library material from the premises of a library without authorization;
  - (2) Borrows or attempts to borrow any library material from a library by the unauthorized use of a library card;
  - (3) Borrows library materials from any library pursuant to an agreement or procedure established by the library which requires the return of such library material and fails to return the library material to the library; or
  - (4) Knowingly writes on, injures, defaces, tears, cuts, mutilates, or destroys a book, document, or other library material belonging to, on loan to, or otherwise in the custody of a library; shall be deemed to have appropriated said item with the intent to deprive the library of said item without its consent and shall be guilty of the offense of stealing under section 16-66 of this Code.



- (b) It shall be prima facie evidence of the person's purpose to deprive the library of the library materials if, within ten days after notice in writing deposited as certified mail from the library demanding the return of such library material, such person without good cause shown fails to return the library material. A person is presumed to have received the notice required by this subsection if the library mails such notice to the last address provided to the library by such person. Payment to the library, in an amount equal to the cost of replacement of an item of no historical significance shall be considered returning the item for purposes of this subsection.

This policy has been adopted by the Hannibal Free Public Library Board of Trustees under its statutory authority to determine and govern the use of HFPL facilities and services.

The Library Director and/or Library staff will determine how to effectively post this policy. Depending on the location, it may be posted in its entirety, or broken into logical segments and partly posted. In either case, the concepts contained within reflect the decision and will of the Hannibal Free Public Library Board of Trustees.