

Fines on overdue materials may be forgiven when:

- Severe weather conditions prevent patrons from traveling to the library. Fines will be forgiven for the entire overdue day(s).
 - Severe weather condition days are determined by closure of the library. The Circulation/Technical Services Librarian I will make note of those days on the library schedule
- The library system access is unavailable for the majority of a working day or longer for online transactions due to power outage, scheduled maintenance, or other reasons. The staff will forgive fines during the time patrons were unable to renew materials or check their records online.
- Unusual circumstances or personal emergencies occur and are made known to library staff; these are considered on a case-by-case basis.
 - The library recognizes that certain unusual circumstances arise from misinformation or miscommunication of policies, or personal emergencies that may include such things as death, hospitalization, accident, fire, flood, or financial hardship that affect the patron and/or the immediate family.
- An inactive patron record has expired for three years or more and that patron record has fines or outstanding materials charged to it.
 - In this circumstance, the Circulation/Technical Services Librarian I will authorize removal of fines and charged materials from the patron record and the system. A report of patron records purged will be presented to the Board annually.

Periodic fine forgiveness events may be held to encourage the return of long-overdue materials and reinstate library patrons to active status. Proposals for fine forgiveness events will be presented to the Library Board for approval on a case-by-case basis.

Library staff may forgive overdue fines as indicated above; lost material charges must be approved by management. Record of any fines forgiven and staff making the decision will be documented in the patron's record. A summary of fines forgiven shall be reviewed quarterly by the Circulation/Technical Services Librarian I and the Assistant Director; a copy will be sent to the Director.

Revised December 14, 2015

Previously Revised: April 14, 2014; Reviewed January 28, 2014; Reviewed October 5, 2012; July 8, 2004; January 12, 2000, RCPL Board of Trustees