

Kimberly Public Library

Policy for Collecting Fees and Accepted Forms of Payment

Adopted June 21, 2021

The library may charge a fee or recover costs for such items as the replacement of lost library cards, overdue materials, damaged or lost items, photocopies, faxes, and more. As no card holder with charges exceeding \$5.00 in value is able to use their library card, the library offers several methods of payment to facilitate the convenience of paying fees and the reinstatement of privileges.

Accepted Forms of Payment

The library accepts the following forms of payment:

- Cash
 - When paying with cash, please use correct change or small bills. The library has limited access to make change for large bills.
- Check
 - Checks should be written to the Kimberly Public Library for the exact amount of the transaction. Payments by check returned for reason of Non-Sufficient Funds will result in an additional charge of \$15 per check to cover the library's bank and processing fees.
- Credit/ Debit card
 - Paying fees in person with a credit/ debit card
 - When accepting credit card payments in person, the library shares a credit card payment service with the Village of Kimberly and has adopted the Village policy for payment with credit: Payment by credit will be accepted for bills that exceed \$5 and a 2.75% convenience fee will be added to the payor's debt, resulting in a higher balance than what would otherwise be paid when using a cash method.
 - Paying fees online with a credit/ debit card
 - For online payments, the library participates in ecommerce transactions provided by the Outagamie-Waupaca Library System. Fees and limitations are regulated by the library system.

Policy for Collecting Library Fees

- Payments may be made in full or in smaller installments.
- Patrons experiencing financial difficulty should discuss payment options with the library director if they have a pressing need to use library services before they can reduce the charge to less than \$5.

- Payments posted in person or online are immediately recorded to the patron's account and account information is updated in live time. An exception to this rule may occur when there are technical difficulties preventing the software from processing properly.
- Credit card information is never stored in the library's database and information uses encryption to secure each transaction.

Refunds

All payments are final and no refunds will be processed.

Collections

Patrons are expected to keep track of their items and the dates that they are due. The library system will generate automatic reminders before and after items become due. A patron, for whatever reason, who has not received item due notices, is still responsible for keeping track of the items they have on loan and returning them on time.

When an item is three weeks past due, a collection process is automatically generated. Patrons receive a phone call at three weeks past due and are billed at 4 weeks past due. A reminder is sent automatically two weeks later. Any items that remain overdue at 90 days will be submitted to the WI Tax Refund Intercept Program (TRIP), where unpaid bills will be deducted from the patron's tax refund and payment submitted to the library on behalf of the patron by TRIP.

Patrons will be sent to collections for lost or damaged items only. No patron will be sent to collections for overdue library materials that have been returned to the library in good condition.