INFORUM FINES POLICY

WHEN ARE FINES CHARGED?

Fines are charged for all overdue, lost, and damaged items. We encourage borrowers to return items on time.

<table>
<thead>
<tr>
<th>TYPE OF FEE</th>
<th>AMOUNT OF FINE</th>
</tr>
</thead>
<tbody>
<tr>
<td>Course Reserve item</td>
<td>$0.50 / hour late</td>
</tr>
<tr>
<td>Technology loans</td>
<td>$0.50 / hour late</td>
</tr>
<tr>
<td>Items from other Inforum collections</td>
<td>$0.50 / day late</td>
</tr>
<tr>
<td>Lost book fee</td>
<td>$145 / item (this rate includes $45 processing fee)</td>
</tr>
<tr>
<td>Damaged book replacement fee</td>
<td>Cost of replacement copy + additional $45 processing fee per item</td>
</tr>
<tr>
<td>Blocked library cards</td>
<td>Accounts are blocked from borrowing or renewing at all University of Toronto libraries when fines total $25 or more</td>
</tr>
</tbody>
</table>

PAYMENT METHODS

Fee payments are accepted in full or in part, by cash, cheque, or credit card, at the Inforum.

All fees collected at the Inforum contribute back to the Faculty of Information. We therefore encourage iSchool students, staff and faculty to consider paying University of Toronto Libraries fines in person at the Inforum.

Payment for overdue fines can also be made online. All other fees, such as lost or damaged book fees, must be paid in person.

BORROWER’S RESPONSIBILITY

It is the borrower’s responsibility to keep track of due dates on items borrowed, return items on time, and renew items before they become due. Please note that items that are on hold for other borrowers cannot be renewed.

RENEWALS

Inforum items that are not on hold or have not been recalled can be renewed online, in person, or by phone during opening hours. New due dates are calculated from the date of renewal, not from the original
due date. If renewing an item after the original due date, overdue fines will still accrue for the days when the item was considered overdue but not yet renewed.

Course reserve items and technology loans cannot be renewed.

EXTENDING DUE DATES

When the number of renewals has been exceeded, borrowers should call Inforum staff ahead of the due date if an extension on the borrowing period is required due to difficulty in coming to campus. Generally, extensions will only be granted under the following circumstances:

- Serious illness
- Family emergency
- Inclement weather causing transit system closures, poor road conditions, or other major difficulties in coming to campus

CANCELLATION OF FINES

When can Inforum fines be cancelled?

- Staff error, resulting in late discharge of Inforum material
- Overnight hours for Inforum course reserves/short-term loan material

FORGIVENESS OF FINES or WAIVERS ON FINES

Inforum fines may be forgiven or waived by full-time staff if the borrower was prevented from coming to campus in order to return the Inforum item for one of the following reasons:

- Serious illness
- Family emergency
- Inclement weather causing transit system closures, poor road conditions, or other major difficulties in coming to campus

In order to ask for fines to be forgiven or waived:

- Borrowers should speak with one of the full-time staff members, explaining their reason for requesting the forgiveness/waiver of fines.
- It is the borrower’s responsibility to contact Inforum staff as soon as possible.
- Inforum staff reserves the right to decline requests for fines to be forgiven or waived for reasons other than those listed in this policy.

Note: Fines accumulated from other UTL locations cannot be cancelled, waived, or forgiven at the Inforum. To address those fines, users must contact the library from which the fines were accumulated.

Disputed fines will be referred to a full-time Inforum staff member. We recommend that borrowers monitor their library account regularly to ensure that items they returned have been discharged from their account. Borrowers should check with staff to ensure that a current email address is listed in their account, if they wish to receive email notifications of upcoming due dates.

CONTACT INFORUM STAFF

Information Desk 416-978-7060
help.ischool@utoronto.ca
http://current.ischool.utoronto.ca/services/inforum