

# Important Information you need to know

## REQUESTS/HOLDS

- Requested items are held for **8** days

## RENEWALS

- You can **renew** items online or by visiting your local library

## OVERDUE CHARGES

- If your books are **NOT** returned on or before the due date you will;
  - Incur a charge of **20** cents per day for books, magazines, videos, DVDs, CDs, kitsets and interloans (up to **\$10.00** max. per item)
  - Incur a charge of **\$1.00** per day for bestsellers and Mix (up to **\$50.00** max. per item)

## GRACE PERIOD

- There is **NO** grace day

## BILLING FEE (ADMIN CHARGE)

- Billing fees will be charged to all patrons who have received an invoice for overdue items (**42** days after due date)
  - **\$5.00** per item on a child's card
  - **\$5.00** per magazine
  - **\$10.00** per item on an adult card

# How to avoid Charges

## RECEIPT

- Keep receipt in a safe place. Receipt identifies the items you have and when they are due back.
- Receipts for items you have lost and paid for, must be retained for up to **2** years if you later find the item and wish to claim a refund for it.
- Refunds are less any billing or admin fees.

## RETURNS

- Return your items **ON** or **BEFORE** the due date (**No** grace period)

## RENEWALS

- Renew items you wish to keep longer or cannot return on time. Requested items cannot be renewed.

## REMINDERS & NOTICES FOR OVERDUES

- **1st** - **7** days after the due date
- **2nd** - **21** days after the due date
- **3rd** - **42** days after the due date  
You are invoiced for the item at this point. This is where the **billing fee** for an item is incurred on your account.
- **4th** - Following the invoice the **statement of charges** is sent informing you that unless the item is returned or the debt paid it will be sent for collection to an agency.

## CONTACT DETAILS

- Please ensure we have your **current contact details** in our system.