

Petitioning for Waiver of Library Charges

Purpose of Fines and Charges: Library late fines and replacement charges help keep Library materials circulating and available to all members of the Portland State University community. The Library is based on the idea of shared resources, and fines and replacement charges help ensure that materials are returned and available to others, or replaced in a timely manner. All Library users are subject to fines and fees. Persistent misuse of borrowing privileges may also result in loss of borrowing privileges. The Library seeks to keep borrowers informed of when their books are due through notices but it is each borrower's responsibility to know when items are due and to return them on time. You can check your account on the Library Web site and renew books online, unless they have been recalled or reached the renewal limit.

Appeals Process: Appeals should be made to the Library Circulation Desk *within 30 days of the original billing by the Business Office*. Appeals are most commonly granted in the case of demonstrated Library error or documented medical issue. You can appeal Library charges by submitting a [Petition for Waiver of Portland State Library Charges](#). This is available on the Library's web site or at the Circulation Desk. We will respond to your appeal as soon as we are able to look into the pertinent records, but you can expect a decision within five business days. If we need clarification, we may give you a call, so please be sure to include your phone number. *Please do not submit medical documents in support of a claim*. Medical records are private, and we do not need to see them. A document from a physician specifically stating that you were unable to return Library items on time is generally sufficient.

Please note that the \$35 processing fee is non-refundable. When we have to replace an item, funding is spent on billing, ordering, cataloging, labeling the item, and getting it on the shelf. The Library is not able to function as a bookstore; failure to return items will result in the application of non-refundable processing fees.

Reasons generally not considered valid for waiving or reducing Library charges include (but are not limited to) the following:

- Lack of knowledge of Library policy. Policies are available in the Library and on the Library's web site
- Disagreement with Library fine/fee structure
- Material loaned to a third party
- Material not reasonably protected from theft
- Non-receipt of an overdue notice
- Returning items to library other than PSU Library
- Returning reserves items to book-drops instead of to the Circulation Counter
- Being out of town
- Forgetting the due date
- Term breaks, leaves, vacations, or exams