



LOYOLA MARYMOUNT UNIVERSITY
WILLIAM H. HANNON LIBRARY POLICIES AND PROCEDURES

DIVISION: Academic Affairs/William H. Hannon Library	
SUBJECT: Replacement and Fees Policy	Page 1 of 7
Policy Number: LIB-ACCESS-107	Supersedes: N/A
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1. Statement of Policy:

1.1. In order to ensure access to library materials for all library users, the William H. Hannon Library charges fees for overdue materials, materials with other user requests, and to replace lost or damaged materials. This policy outlines the circumstances where these fees may be charged, the amount of those fees, and the method of paying them or consequences for nonpayment.

1.2. This policy does not cover fees for borrowing privileges for those with Visitor status or fees for duplication, printing, and other services.

2. Definitions:

2.1 Borrowers are broadly categorized in four borrowing privilege groups:

2.1.1 **Academic borrowers** include LMU and LLS full- and part-time faculty and staff members, and LMU doctoral students.

2.1.2 **Associate borrowers** include visiting scholars, retired staff and emeritus faculty, religious residents and visiting religious, and LMU contract employees with OneCards.

2.1.3 **Student (or Semester) borrowers** include LMU undergraduate and LMU or LLS graduate students.

2.1.4 **Visitor borrowers** include everyone not included in the above, including those who have paid for borrowing privileges and those who may receive borrowing privileges based on our policies.

2.2 Library materials are loaned to patrons based on the patron's borrowing group and the location and type of the material. For Academic, Associate, and Student borrowers, the following tiers apply. This is a broad description of the loan rules, and exceptions may apply.

2.2.1 **General collections** - most books in Main Stacks and Basement Storage locations will circulate for a semester for Student borrowers or an academic year for Academic

and Associate borrowers. These items can be requested by another user, which will shorten the loan period.

2.2.2 Three-week fixed loan items check out for three weeks to all borrowers. These items come from the Popular Reading Collection, Curriculum Materials Collection, and Link+ (applicable only for Academic and Student borrowers).

2.2.3 Short term use items may check out for a few hours to seven days. These items are typically media items (DVDs, CDs, etc.), reserves items, and equipment (laptops, cameras).

2.2.4 In house use items may be used only in the library, typically for one to four hours. These items are generally reserve items or accessory equipment, or otherwise non-circulating materials like Reference books or periodicals.

2.3 When an item is checked out at the library, it will receive a **due date**, which is the date and/or time that item should be returned to the library. That due date may be stated at checkout, stamped in the item, or printed on a receipt. Library borrowers can also sign into their library account online or contact the Circulation Desk to check due dates for their items.

3. Policies/Procedures:

3.1 There are three different options to return materials to the library, Circulation Desk, [return in bin](#) on campus, or via mail. However, some materials must to returned to the Circulation Desk.

3.1.1 To avoid damage or loss, any equipment or in-house use items must be returned directly to library staff at the Circulation Desk.

3.1.2 Library return bins around campus are not checked every day. We will retrieve and check in the material from the last day the bins were emptied.

3.1.3 While it is possible to return items via mail, borrowers will be accountable for items lost in transit and not received by the library.

3.1.4 Items can be mailed back to the library via the following mailing address:

William H. Hannon Library

Attn: Circulation Department

1 LMU Drive, MS 8200

Los Angeles, CA 90045

It is advised to obtain insurance for all library materials that are being returned by mail.

3.2 Failure to return material once it has been declared lost or overdue fees have accumulated will result in a block towards library privileges once the fees hit the limit listed below. A library block will prevent borrowing, requesting, and renewing of library material including interlibrary

loan. Borrowers must pay their overdue fees or return their library material to reinstate their library privileges.

3.2.1 Academic and Associate borrower accounts will be blocked at \$250 in fees.

3.2.2 Student and Visitor borrower accounts will be blocked at \$40 in fees.

3.3 Overdue fees accrue daily or hourly based on type of material, once the due date for an item has passed. If the item is not returned to the library by the due date, they will accrue overdue fees until the item is returned. The total will be posted to the user's library account upon the return of the item.

3.3.1 Associate and student borrowers will accrue overdue fees on items with a three-week fixed checkout, short term checkout, or in-house use items.

3.3.2 Visitors will accrue fees on all overdue checkouts.

3.3.3 Most items include a grace period (1 hour for hourly items, 1-3 days for longer checkouts) where overdue fees will not be charged immediately after the due date to allow time to return the item.

3.3.4 Items will not accrue overdue fees when the library is closed.

3.3.5 See fee schedule for full details.

3.4 Recall fees – If someone has an item checked out and another library borrower requests it, the first borrower will receive a revised due date. If the item is not returned to the library by that date, they will accrue recall fees until the item is returned. The total will be posted to the user's library account upon the return of the item.

3.4.1 Recall fees will typically accrue at \$1 per day once the revised due date has passed.

3.4.2 See fee schedule below (section 4.1) for full details.

3.5 Replacement fees – If an item is not returned by a certain amount of time after the due date, a replacement fee will be assessed. This fee may also be applied if a book is reported lost, is lost while returning by mail, or returns to the library damaged.

3.5.1 The replacement fee for most books in library collections is \$80.

3.5.2 Replacement fees for media, equipment, and other types of material can vary. See the fee schedule below for more details.

3.5.3 Replacement fees will be removed from a library borrower's record if the item is returned to the library in good condition. After six months, the materials may be replaced by the library and we may not be able to remove replacement fees. We encourage all users with replacement fees on their record to reach out to us as soon as possible, see section 3.6.1.

3.5.4 Student borrowers are responsible for returning their material at the end of each academic semester or summer session. Graduating or departing students must return library materials and settle any balances on their accounts.

3.5.5 We will send all unpaid student replacement fees and accrued overdue fees to the Controller's Office to apply to the student's university account. Once replacement fees are sent, students must pay at the Student Account Center or return the materials to the library to receive a credit on their account. Students may receive a credit on their student account within one year of posted fees, as long as materials are returned in good condition and the materials have not been replaced by the library.

3.5.6 Academic and Associate borrowers must return library materials and settle any balances on their accounts at the end of each academic year and/or upon leaving the university.

3.5.7 Replacement fees for Link+ will be \$115. Replacement fees for ILLiad will be subject to the lending library's policies.

3.6 Appeals and requests to waive fees

3.6.1 We encourage you to reach out to the Circulation Desk staff at circulation@lmu.edu or 310.338.5709 as soon as you realize an item is overdue or declared lost, to discuss your options. Contact us within 30 days of the notice, and your request will be reviewed within two weeks of submission.

3.6.2 Overdue and recall fees will only be waived in rare circumstances.

3.6.4 Borrowers will be accountable for replacement fees for items lost, damaged and stolen, items.

3.6.5 If there are materials on your account that you believe you returned, we will conduct searches for the material. You are still held responsible for replacement while the material is on your account. If materials are located, the fees will be waived.

3.6.6 If you request to purchase the material to replace a lost or damaged copy, we will evaluate if we are able to accept a replacement. If approved, there will be a processing fee of \$15 and the replacement charge will be waived. The exact specifications (hard/softcover, volume, edition, etc.) needed for the book replacement will be provided to the patron.

3.6.7 For appeals of lost or damaged materials borrowed through Link+ or ILLiad, you will need to [contact Document Delivery Services](#).

3.7 Methods of payment

3.7.1 All borrowers are encouraged to pay their library fees during the term they are accrued.

3.7.2 Fees may be paid [online](#) or in person at the circulation desk using Visa or MasterCard.

3.7.3 Fees that have been sent to the controller's office can no longer be paid at the library. Refer to section 3.5.5 for further information.

3.8 Library Notices

3.8.1 Library borrowers will receive notices from the library regarding item due dates and related fees.

3.8.2 Not receiving notices (for example, due to email spam blockers or incorrect email address) do not exempt you from responsibility for library circulation fees.

3.8.3 Courtesy notice – If an item checks out for a week or more, you will receive a courtesy notice as a reminder approximately three days before its due date. If an item has an hourly checkout, you will receive courtesy notices at checkout and approximately 15 minutes before it's due.

3.8.4 Overdue notice – Once an item is one day overdue, you will receive an overdue notice. For items that check out for three weeks or longer, you will also receive a second overdue notice 5 days after the due date.

3.8.5 Change due date notice – If another borrower or library staff member requests an item you currently have checked out (also known as a recall), you will receive an email notification that your due date has changed to an earlier date. You may also receive this notice if library hours change.

3.8.6 Lost Items Bill – For short term use items, you will receive a lost notice two days after the due date. For three-week fixed loans or general collections loans, you will receive a lost notice 10 days after the due date. This notice will also display the replacement fee charged to your library account.

4. Fee Schedule

4.1 Overdue fees

Material description	Borrowing group	Overdue cost
Circulation Desk equipment for 4 hour checkout including laptop, projector, Wacom tablet, MIDI keyboard	Associate, Student	\$10 / hour
Circulation Desk equipment for 7 day checkout, including laptops and cameras	Associate, Student	\$10 / day
Reserves loan 1 day	Associate, Student	\$5 / day
Reserves loan 3 days	Associate, Student	\$5 / day

Reserves loan 1 hour	Associate, Student	\$1 / hour
Reserves loan 3 hours	Associate, Student	\$1 / hour
Circulation Desk equipment for 4 hour checkout including calculator, mouse, headphones, charger, remote, cable	Associate, Student, Visitor	\$1 / hour
Circulation Desk equipment including camera tripod	Associate, Student	\$1 / day
Media (3 hour loan)	Visitor	\$1 / hour
Media (7 day loan)	Associate, Student	\$1 / day
Popular Reading Collection, Curriculum Materials Collection (3 week loan)	Associate, Semester, Visitor	\$0.25 / day
Main Stacks, Basement Storage (3 week loan)	Visitor	\$0.25 / day

4.2 Recall fees

Material description	Borrowing group	Recall cost
General collections loans	All users	\$1 / day
Popular Reading and Curriculum Materials Collection loans	All users	\$1 / day
Media loans	All users	\$1 / day

4.3 Replacement fees

Replacement fees will be charged to all users when declared lost.

Material description	Replacement cost
General collections and Popular Reading collection books, periodicals, and Reserves	\$80
Curriculum Materials (CMC) three-week fixed loans	\$40
Accessory equipment, including Android charger, HDMI cable, TI-36X Pro calculator	\$40
Camera accessories	\$40
Chromebook charger	\$65
Disk drive	\$65

Media items	\$80
Equipment, including USB-C charger, iPhone charger, headphones, MacBook MagSafe charger	\$90
Link+ three-week fixed loans	\$115
Projector	\$315
Chromebook	\$515
MacBook Pro laptop	\$1,600
MacBook Charger (for use with MacBook laptop)	\$108
MIDI keyboard	\$715
Wacom tablets	\$715
Camera equipment	\$1,515