INFORUM FINES POLICY
Effective June 30, 2017

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 overdue</td>
<td>$0.50 / hour late</td>
</tr>
<tr>
<td>Technology loans overdue</td>
<td>$0.50 / hour late</td>
</tr>
<tr>
<td>Laptops &amp; Macbooks</td>
<td>$5.00 / day late</td>
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<tr>
<td>Items from other Inforum collections overdue</td>
<td>$0.50 / day late</td>
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<tr>
<td>Recalled items</td>
<td>$2.00 / day late (for items not returned within 2 days that the recall is issued)</td>
</tr>
<tr>
<td>Lost book replacement fee</td>
<td>$145 / item (this rate includes $45 processing fee)</td>
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<tr>
<td>Damaged book fee</td>
<td>$45 / item processing fee</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>

HOW TO PAY
Overdue fines can be paid online (http://uoft.me/library-myaccount), by telephone at (416) 978-8450, or in person at Robarts Library. Accepted forms of payment: credit or debit card.

For fees associated with lost, damaged, or recalled items, please speak with Nadia Moro, nadia.moro@utoronto.ca

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.

Information Services Fines Policy Revised July 7, 2017 AO
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.

CANCELLATION OF FINES

When can Inforum fines be cancelled?
- Whenever staff error results in discharging materials late

FORGIVENESS OF 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 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 “My Account” page (http://uoft.me/library-myaccount) regularly to ensure that:
  1. Items they returned have been discharged from their account.
  2. 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