Fines
The fine for an overdue item is $0.10 per day. The maximum fine per item is $10.00.

Milwaukee County Resident Card Fee
The cost is $75 per patron per year.

Replacement Costs
Damaged or lost library materials will be charged the list price as the replacement cost plus a $10.00 processing fee, with two exceptions:

- Magazines will be $5.00 for a replacement, plus a $5.00 processing fee.
- Mass market, young adult and children’s paperbacks are charged the list price, plus a $5.00 processing fee.

If an individual part of an item is lost or damaged, and a replacement part is available, charges will be based on the cost of the replacement part.

The processing fee is added to cover the cost of entering the replacement item into the database, adding barcodes and security, and applying any required labels or other processing materials.

If a patron, in lieu of paying for a lost or damaged item, provides a collection manager pre-approved replacement copy that duplicates the item exactly in format and edition, the patron will only be charged a processing fee of $10.00.

It is the responsibility of the patron to take care of all the materials checked out to them and/or their minor children. Should an item become damaged or does not play properly, please report the problem to the circulation desk.

Should damage be noted after an item is returned, the patron is responsible for the replacement charges.

Refund Policy
Once a lost item is paid for, the material becomes the property of the cardholder. No refunds will be given.

Replacement Card
Replacement of a lost/stolen library card: $1.00

Blocked Cards
The maximum fine allowed on a library card before it is blocked is $2.00. If a card is blocked, it cannot be used to check out materials or access the Internet. If at any time fines reach or exceed $2.00, the entire amount must be paid off before the card will be reactivated.
Materials Recovery Program
Materials Recovery is the process of retrieving overdue Library materials from patrons. The Library uses a collection service to handle accounts with long overdue material.

The following notices will be sent to prevent items from becoming overdue or to encourage their return:

- **2 days BEFORE due**
  - The library will send a courtesy notice to those who have selected the notification option of email or text.

- **7 days past due**
  - The library sends an overdue notice via email, phone, text or postal mail, depending on the selected notification option.

- **28 days past due**
  - Items are marked as lost and the patron’s account is billed with the replacement cost and processing fee for the item. A printed bill is mailed.

- **41 days past due**
  - An account with replacement costs of $25 or more OR an account with replacement costs and fines or fees totaling $25 or more is sent to a collection service for materials recovery. A non-refundable service charge of $20.00 is charged to the account. The collection service will contact the patron to request the return of overdue materials and payment of all outstanding fees.
  - Over the next 120 days, the collection service will encourage the return and pay-off of the account with a series of phone calls and letters.

For more information on the Materials Recovery Program, please call 262-532-8901 or ask at the Circulation Desk.

**Notices**
Due date reminder notices can be sent via email or text. Card expiration notices will be sent via email only. Hold and overdue notices can be sent via email, phone, text or postal mail. To choose an option, notify the circulation desk in person or log into your account through the library catalog. For any item that reaches the billing stage, the notice will be sent via postal mail.

Failure to receive a notice for any reason does not remove the responsibility to return items promptly and pay fines or fees.

Notice schedule appears on the next page.
### Notice schedule

Notices are sent according to patron preference of email, phone, text or postal mail. Not all notice types can be sent in all formats. Preferences can be changed by inquiring at the library or by logging into your account through the catalog.

Notices are sent via email or text at approximately 7:30 a.m., 1:00 p.m. and 5:00 p.m.

Phone notification is done Monday-Thursday, 11:00 a.m. – 6:00 p.m. and Friday and Saturday, 11:00 a.m. – 5:00 p.m.

Mailed notices are printed once a day on weekdays.

### Hold Notice:

A hold notice is sent once an item is available for pick up. The notice will state the final day the item may be picked up. If an item is not picked up by day 5, a second notice is sent via email, phone or text.

### Due Date Reminder Notice:

A reminder notice will be sent via email or text two days before the item is due. At this time you can try to renew the title. Renewals can be done in person, by phone, via email or through the catalog. If you renew through the catalog, please be sure to get a confirmation by looking for the new due date. Not all items can be renewed.

### Overdue Notice:

If an item is 7 days late, an overdue notice is sent via email, phone, text or mail. If items are needed longer, renewals can be attempted. Not all titles can be renewed.

### Bill Notice:

Should anything get to the billing stage, a notice is sent by postal mail. The card cannot be used until the matter is resolved. Billed items may be returned and replacement charges will be reversed. Any late fees will still apply. If material(s) are not returned within 13 days the account will be sent to a collection service for materials recovery and charged an additional $20.00 fee. Damaged items must be paid for.

### Fine Notice:

If a fine of $4.99 or greater is accrued, a notice will be sent by email after 14 days. Any card with a fine total of $2.00 or more must be paid in full before the card may be used for checkout or Internet use.

### Missing Part Notice:

If an item is returned missing a part or piece, the patron will be notified via email, text or phone. Email and text notification is sent within two days. Phone calls may take up to four days. Messages cannot be left with the title of the item. Due to privacy laws, we must speak to the card holder directly.

### Card Expiration Notice:

A courtesy notice will be sent via email 14 days before the library card expires.