

**Subject:** Library Fees  
**Effective:** March 1999  
**Revised:** *August 2023*

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## 1.0 PURPOSE

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This policy provides information on:

- replacement fees for lost or damaged materials
- suspension of borrowing privileges
- replacement fees for lost library cards
- fees for non-basic library services
- handling library fee disputes

Staff procedures relating to library fees are in the New Brunswick Public Library Service (NBPLS) Circulation Services Manual.

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## 2.0 APPLICATION

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This policy applies to library patrons and staff.

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## 3.0 DEFINITIONS

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**Employee in charge** refers to a supervisor, manager, director or head of unit.

**Basic library services** means the borrowing or on-site consultation of library materials, reference services, public access computing, and most programming.

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## 4.0 LEGAL AUTHORITY

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[New Brunswick Public Libraries Act](#)

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## 5.0 GOALS / PRINCIPLES

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Library materials are a shared provincial resource and patrons are responsible for the materials they borrow.

NBPLS charges library fees in order to recover the costs associated with lost or damaged library materials, including processing costs.

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## **6.0 REQUIREMENTS / STANDARDS**

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### **6.1 REPLACEMENT FEES FOR LOST OR DAMAGED MATERIALS**

6.1.1 Library patrons (or parents/legal guardians in the case of juvenile public library card holders) will pay the replacement cost for an item when it is lost or damaged beyond repair while checked out on their card.

- An item is considered lost when it is acknowledged by the library patron to be lost or it has been overdue for more than 35 days.
- An item is considered damaged beyond repair when the cost of repairing the item exceeds the cost of replacement.

6.1.2 Replacement costs are assessed based on the value of the item recorded in the automated library system.

6.1.3 A non-refundable \$5.00 administrative fee is charged to offset the cost of processing the replacement.

6.1.4 If the item is returned, the bill for replacing the item is cancelled.

6.1.5 If a paid-for item is returned in good condition within two years of the date of payment, a refund of the replacement cost, minus the administrative fee, will be issued to the library patron.

6.1.6 Payment for a lost or damaged item belonging to one library may be made in any library in the NB public library system.

### **6.2 SUSPENSION OF BORROWING PRIVILEGES**

6.2.1 When the amount of replacement costs and/or other charges exceeds \$100.00, a patron's borrowing privileges will be blocked by the automated library system.

### **6.3 LOST LIBRARY CARD**

6.3.1 A fee of \$2.00 is charged to replace a lost library card.

### **6.4 FEES FOR NON-BASIC LIBRARY SERVICES**

6.4.1 Fees for non-basic library services, for example, photocopying, printing, and facsimile (faxing) services, are established by the local public library board.

6.4.2 The local library board may establish fees for other non-basic services, such as meeting room rentals.

6.4.3 Interlibrary loans are provided free of charge to NBPLS library patrons unless the lending library charges a fee, in which case the fee is charged to the patron. See NBPLS Policy 1071 – Interlibrary Loans.

## **6.5 LIBRARY FEE DISPUTES**

6.5.1 If a patron feels a library fee has been charged in error, the patron should contact the employee-in-charge.

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## **7.0 GUIDELINES / RECOMMENDATIONS**

None.

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## **8.0 REGIONAL GUIDELINES AND PROCEDURES**

In consultation with the Provincial Office, Regional Directors may develop additional guidelines and procedures consistent with and necessary to support this policy.

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## **9.0 REFERENCES**

New Brunswick Public Libraries Act. (<http://laws.gnb.ca/en/BrowseTitle>).

New Brunswick Public Library Service. Circulation Services Manual.

New Brunswick Public Library Service. Policy 1051 – Library Membership.

New Brunswick Public Library Service. Policy 1071 – Interlibrary Loans.

New Brunswick Public Library Service. Policy 1079 – Collection Deposit Service.

New Brunswick Public Library Service. Policy 1082 – Educator Services.

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## **10.0 CONTACTS FOR MORE INFORMATION**

NBPLS Provincial Office, (506) 453-2354