

Appeal of Library Charges Form



Appeal Process

A Borrower may use this form to submit an appeal if they believe Library charges for lost or damaged items have been mistakenly assessed or if extenuating circumstances warrant reduction or cancellation of the charges.

The Library Director will make a determination within 14 days of receipt of this form. The Borrower will be notified of the outcome via email and a note in the Borrower's record will be made.

Please complete both sides of this form and email it to Alyssa Jobin, Head of Circulation at alyssa@merrimacklibrary.org or drop it off at the Circulation Desk.

Reasons generally not regarded as valid for canceling or reducing charges:

- Lack of knowledge of Library policy
- Disagreement with the Library fine or fee structure
- Inability to pay fees and charges
- Material loaned to a third party
- Non-receipt of Library reminder notice
- Outdated contact information on Borrower's account
- Returning items to other Libraries

Name: _____ Library Card #: _____

Parent/Guardian name (if applicable): _____

Address: _____

City/State: _____ Zip: _____

Phone: _____ E-mail: _____

Today's Date: _____

Identify the item(s) whose fines and/or fees you are appealing:

In the space below, fully state the reasons for your appeal. Include any relevant facts and extenuating circumstances. Please be specific and complete. Attach additional sheets as necessary.

I have read the Library Appeals information, and I understand the Appeals Process.

Signature: _____

For library staff use only:

Name of Library Staff accepting this form: _____ **Date received** _____

Patron has does not have these items (circle one)

Please submit the completed form to the Head of Circulation for review.

Follow up action taken:

Reviewed by Head of Circulation, Date: _____

Recommendation: _____

Reviewed by Director, Date: _____

Recommendation: _____

Reviewed by Library Board of Trustees, Date: _____

Decision of Appeal:

Appeal Granted, Charges reduced to: _____

Appeal Denied,
Reason: _____

If applicable, adjustments made to
account: _____

Patron Notified, Date: _____

