
Library Overdue Policy

Department Policy Number

Effective Date

February 15, 1995
Updated, December 18, 2002
Updated, June 2003

Purpose

To describe Athabasca University (AU) Library policy respecting overdue library materials.

Definitions

Student	An individual currently registered with AU (see also AU Calendar, glossary)
Staff Member	Means an individual who holds an academic, tutor, professional or support position at AU and includes a subject matter expert (SME) and instructor.
External Patron	A community user, other than a Professor Emeriti, Adjunct Professor, student or staff member.
Professor Emeriti	An individual designated/notified as such by the Office of the President
Adjunct Professor	An individual designated/notified as such by the Office of the President

Policy

Failure to keep a library patron account in good standing by not returning materials to AU Library will result in the suspension of AU Library services, and/or the suspension of other AU services, and/or invoicing for non-returned materials.

Regulation

N/A



Procedure

Library patrons are encouraged to keep their account in good standing. Library patrons may normally renew materials by using the online library system to keep their circulation record current. Patrons who cannot renew materials online (i.e., due to a hold or a recall) may contact the AU Library Information Desk for assistance. The Library system will generate two overdue notices sent by either email or postal mail to the patron.

1. The first **Overdue Notice** is generated by the system and sent 14 days (2 weeks) following the due date of materials.
2. If the materials remain overdue, then the **Overdue Material 2nd Notice** is generated by the system 28 days (4 weeks total) after the due date of the materials.

The second notice will inform the patron that an invoice will be issued if the materials are not renewed or returned to AU Library, or if the Library is not contacted.

AU Library will attempt to contact the patron to inquire about the status of the materials and/or the patron account.

3. If the materials remain overdue after the two overdue notices are issued, a **Finance Notice for Library Materials** is generated by the system 42 days (6 weeks total) after the due date, and includes the replacement value of the materials plus applicable processing charges. This notice is sent to the AU Finance Department for issuance of an invoice.
4. At the time the **Finance Notice for Library Materials** is sent to the AU Finance Department one of the following actions is taken:
 - For students: a hold (block) is placed on the student's Banner and Library accounts.
 - For staff, external patrons, Professor Emeriti and Adjunct Professors: a hold (block) is placed on the Library account.
5. The hold or block on accounts remains in place until one of the following conditions has been met:
 - patron has contacted the Library Information Desk to request renewal of the materials;
 - materials have been returned to the AU Library; or
 - payment of invoice has been received and/or satisfactory arrangements for replacement of the materials have been made.
6. The matter may be referred to the University's collection agency if the patron fails to clear the invoice issued by Finance.



Approved By

Library, Library Standing Committee, SSG, Chairs, Executive Group.

Amended Date/Motion No.

Related References, Policies and Procedures

Library Services to Students Brochure
Library Circulation Policy (new)
AU Delinquent Account Policy (15 August 1988, updated 10 March 1992)

Applicable Legislation/Regulation

Responsible Position/Department

Director, Library Services

Keywords

overdue, library, materials