



FAQ 1 - Why did the Libraries change their policies?

We know complex circulation policies can be confusing. Different libraries, each with its own set of loan periods, made things more complex than necessary. Our new policies aim to streamline and simplify loans.

Study/research habits of our users are changing. Many people choose to study off campus and longer loan periods (with less variation) will make managing their library resources easier.

Fines have been eliminated on regular overdue material. If another patron has not requested the title, the need for a fine was questionable. HOWEVER, we did retain the incentive to return items requested by other patrons. If the item you checked out is requested by another patron you will receive a RECALL notice with the NEW DUE DATE. The fine for overdue recalled items is now \$3 / day / item and your privileges will be blocked immediately if the recalled item becomes overdue.

The Libraries send notices, including overdue and recall notices, by email. Email notices are a courtesy. Keep on top of what you have out, and when it is due back, by frequently checking MY LIBRARY ACCOUNT.

FAQ 2 - I used to be able to ask for an extended loan for my books. Can I still do that?

There is no longer a need to request an extended loan. The loan period for books from our general collections is an end of term loan and you can renew online. End of term due dates are: December 15, April 15 and August 15. You may renew books online 3 times, after which you are required to return the books to the library where you can check them out again, if still needed.

FAQ 3 - If it's December 14 and I want to sign out a book, what will the due date be - December 15 or April 15?

In this example, it will be due December 15. Either you will have to renew it yourself on or after December 16, making it due April 15, OR you can ask the staff to adjust the due date to April 15 at the time you check the book out. Remember, you are not blocked once your books are overdue (up to 30 days) and you can renew your materials online.

FAQ 4 - What happens if one person comes in and takes out all the books on a subject and they aren't due back until the end of term? That doesn't seem fair.

All books are subject to recall. So, if a book you want is signed out, place a Request. Once the book is returned we will hold it for you for 7 days. You will receive an email notice advising you that the item is On Hold for you. If you don't pick it up within the 7 days it will return to the stacks or go to the next person who placed a Request on it.

The lessons here are:

- 1- You could be the one who has signed out a book which has now been recalled for another patron. You will receive a notice advising you to return the book within 7 days. If you don't, your privileges will be blocked and a fine of \$3.00/day/item will start accumulating.
- 2-BORROW the material you need and use it promptly. Don't procrastinate! Someone may request it and you'll have to return it sooner than you originally expected ! And of course, you don't have to wait until the material is officially due back to return it. Even if the material hasn't been recalled, if you are finished using it, return it for others to use!

FAQ 5 - What happens if I don't renew and I don't return my books?

We will send overdue notices via email to remind you to renew or return overdue materials. After 30 days we will assume you have lost it, so your notice will become a bill to replace the item. A processing fee is included in the bill to replace the item. Your borrowing privileges will be blocked

Outstanding accounts which are sent to the collection agency will be charged an additional non-refundable \$15.

See also FAQ 7 below.

FAQ 6 - I owe fines from before, under the old rules. Do I still have to pay them?

Yes, in fairness to everyone who borrowed library materials and paid their fines over the years. However, to help in this transition period the Libraries will be holding a FOOD FOR FINES event in September. You may pay off your fines up to a maximum of \$20 by contributing a food item at the circulation desk. Watch for the Food for Fines poster for details. At the end of the event any outstanding old (or new) fines must be paid in cash/cheque. You can also pay by debit and credit card at the Elizabeth Dafoe Library or Neil John Maclean Health Sciences Library.

FAQ 7 - If there are no fines for overdue materials what will prompt people to return their books?

The vast majority of our users are responsible. They understand the value of library materials and that library materials are a shared resource for the whole university community. We will send additional notices to remind people to renew or return their overdue materials. If materials remain outstanding we will send bills for the replacement of the materials and borrowing privileges will be blocked. The Libraries cooperates with the Registrar's Office and a library block will affect the release of marks, transcripts, etc. The Libraries reserves the right to recall library material at any time and also makes use of the services of a collection agency.

All Libraries' policies are reviewed periodically. We know that UM library users will embrace the concepts behind these changes and continue to share resources responsibly.