

FOR INFORMATION

S.86-43

**SIMON FRASER UNIVERSITY
MEMORANDUM**

Vice-President, Research and Information Systems

TO: Mr. R. Heath
Registrar

FROM: Thomas W. Calvert, Chairman
Senate Library Committee

SUBJECT: ABUSIVE PATRONS

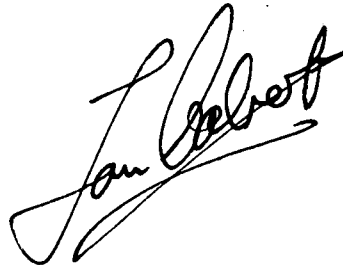
DATE: May 21, 1986

The Senate Library Committee has approved the attached addition to the Senate Library Regulations. This addition is intended to provide a mechanism to deal with abusive patrons.

Although incidents where Library staff are subjected to abuse are relatively rare, they are sometimes difficult to handle. The Senate Library Committee feels that this additional regulation will provide a simple but effective mechanism and that it will give the staff some support in handling difficult situations. This provision is not expected to be used in more serious situations where charges should be laid by the police under the criminal code. Also, the President can take further action against either faculty or students, if they are judged to have committed a serious offence against the standards of the University.

cc: Senate Library Committee.

Attachment



NOTE FROM THE SECRETARY OF SENATE:

Senate delegated to the Senate Library Committee (S.82-37) the authority to make minor changes to Library Loans Policy regulations, with the understanding that the Committee will inform Senate of such changes at the earliest opportunity.

The attached paper dated May 21, 1986 from T.W. Calvert, Chairman of the Senate Library Committee is for information of Senate.

APPENDIX A (Amendment)
Penalties

7. PATRON CONDUCT

The Library accepts that from time to time borrowers will express criticisms of its Loans policies and practices. However, if in the process, Library staff are additionally subjected to acts by a borrower which in the opinion of the Head of the Loans Division, acting reasonably, are abusive and/or threatening, the Library may, on the recommendation of the Head of the Loans Division and the authority of the University Librarian, suspend the borrowing privileges of that borrower for a specific or indefinite period. Such action may be appealed through the Library Penalties Appeal Committee.

APPENDIX A

PENALTIES

1. GENERAL LOANS

- (a) Failure to return a recalled item by the due date:
 - Suspension of borrowing privileges
 - \$1.00 per day per item to a maximum of \$25.00 per book.
- (b) Failure to return all materials by the due date:
 - Suspension of borrowing privileges when books become overdue.
 - After 21 days, \$5.00 fine irrespective of the number of unreturned items.
 - After 14 more days, the fine will be increased \$1.00 per day to a maximum of \$25.00 per borrower.
- (c) After the \$25.00 maximum has been reached, lost book processing charges will be, and lost book replacement charges, may be assessed.

2. RESERVE LOANS

- (a) For print materials and lecture tapes an hour or more overdue and which have holds placed on them:
 - \$1.00 per hour, up to \$5.00 per day, to a maximum of \$25.00 per item.
- (b) For music tapes an hour or more overdue and which have holds placed on them:
 - 25¢ per hour up to \$1.00 per day, to a maximum of \$25.00 per item.
- (c) Lost tapes incur a \$3.00 replacement charge, plus a \$10.00 processing charge. Lost photocopied items incur a replacement cost of 10¢ per page plus 25¢ for the folder, plus a \$10.00 processing charge.
- (d) When not returned by the semester end due date and when no holds have been placed, general loan fines

pertain (see 1(b) above).

3. SPECIAL LOANS

Failure to return materials by the due date:

- Suspension of borrowing privileges.
- \$1.00 per day to a maximum of \$25.00 per item.

4. INTERLIBRARY LOANS

Failure to return materials by the due date:

- Suspension of borrowing privileges.
- \$1.00 per day to a maximum of \$25.00 per borrower.

5. REPLACEMENT CHARGES

(a) Suspension of borrowing privileges until fees are paid.

(b) Book materials: average annual cost of the book within its particular subject plus \$10.00 processing charge.

(c) Microform materials: \$10.00 processing charge plus \$10.00.

(d) There may be a binding surcharge of \$4.85 for paperback books.

(e) Equipment: current replacement costs plus \$10.00 processing charge.

(f) In all cases, if the patron demonstrates that the material is actually available below the assessed costs, the replacement charges will be reduced, and conversely if the value of the material or subsequent costs to the Library are greater than the above rates, there will be an added charge.

6. UNPAID ACCOUNTS

Where charges have not been paid within 60 days of having been incurred, accounts may be placed in the hands of a collection agency for recovery. Passed by the Board of Governors in August 1971.