



<b>SUBJECT:</b>	Library		
<b>POLICY:</b>	901.2 Library Appeals		
<b>PROCEDURE:</b>	901.2.1 Library Appeals		
<b>EFFECTIVE:</b>	November 2023	<b>REVISED:</b>	October 2025
		<b>REVIEWED:</b>	

## Overview

Borrowers may appeal any fines issued for overdue, damaged, or lost items. Borrowers may also appeal the suspension of borrowing privileges. Making an appeal does not guarantee that your fine will be dismissed or reduced, or that your borrowing privileges will be reinstated.

## Procedure

Before filling out an appeal form for library fines or borrowing privileges suspension, borrowers should contact the library and speak to a full-time staff member if the reason for the issued fine or suspension is unclear.

To appeal a fine or borrowing privilege suspension, borrowers should:

- Fill out a fine appeal form [Appendix A] within 30 days of the fine issue date, or a Borrowing Privilege Suspension Appeal Form [Appendix B] within 30 days of the issued suspension date.
  - Appeal forms may be turned in the following ways:
    - Handed to a staff member in-person
    - Emailed to the library
    - Mailed to the Library: Weaver Library, 2100 16<sup>th</sup> Ave S, Great Falls MT 59405
  - If an appeal form is emailed to the library after regular operating hours or on the weekends, the receipt date will be considered the following business day (Monday-Friday) that the library is open for regular operating hours.

After the library receives an appeal:

- The appeal will be reviewed by the library director and two staff members from different college departments within 10 business days, excluding holidays, of the date the library received the appeal.
- The reviewers may request to meet with the patron to discuss the appeal, although this is not required and will be determined on a case-by-case basis.
- The participation of staff members from different departments will allow for an impartial perspective on the case and they will provide a recommendation for the outcome of appeals.
- After review and recommendation from the impartial staff member, the library director may choose:
  - to uphold, waive, or reduce the fine
  - uphold borrowing privilege suspension or reverse borrowing privilege suspension

A decision will be made and communicated via both email and U.S. Mail to the borrower within 20 business days (not including weekends or holidays) of the date the library received the appeal. If a meeting is required or is requested by the borrower, a final decision will be communicated in the same manner within 20 business days, excluding holidays, of the meeting date. During the review process, from the time the appeal form is received by the library to the time the appeal decision is made, the fine in question will remain on the borrower's account and/or the borrowing privilege suspension will remain on the account. If the fines are upheld, payment will be due when the final decision is communicated to the borrower. It is the borrower's responsibility to ensure that the library has updated contact information on the appeal form.

#### Invalid reasons for reduction or dismissal of fines or reversal of borrowing privilege suspension

- Lack of knowledge of and/or failure to follow library policies and procedures
- Failure to receive a library notice – all borrowers are sent emails from the library system with loan due dates and other important account information. It is the borrower's responsibility to check their email inbox/junk folders for communication from the library system and to ensure that their email address stays updated in the college's systems.
- Did not know due date: borrowers are verbally told due dates at time of check out and reminders are sent to the borrower's email address on file.
- Item(s) checked out to the borrower were given to another person.
- Item(s) were returned to another library.

#### Outcomes of a Fine Appeal

- Fines are dismissed: the fines in question are dismissed entirely.
- Fines are reduced: the total amount due is reduced.
- Fines are upheld: the total amount is due.

#### Outcomes of a Borrowing Privilege Suspension Appeal

- Borrowing Privileges remain suspended
- Borrowing Privileges are reinstated. Borrowing Privileges may be suspended again if the borrower does not follow policies and procedures.

#### Definitions

**Borrower**: a person with a library account who borrows items from the library.

**Appendix A**  
**Weaver Library - Library Fine Appeals Request Form**

**Your Full Name:** \_\_\_\_\_

**Your Student ID or library account #:** \_\_\_\_\_

**Mailing Address (street, city, state, zip):** \_\_\_\_\_

**Phone Number:** \_\_\_\_\_

**Email Address:** \_\_\_\_\_

**List the item(s), fine type, fine issue date, and fine amounts that you are appealing. If you need this information, you can contact the library and ask for a fine summary. (you may list multiple items)**

Item Description	Fine Type (lost item, overdue fine, damage fine, processing fees)	Fine Amount	Date the Fine was Issued

**Please describe and provide specific details why you believe the fines should be reduced or dismissed. If you need additional space, please use the back of this page or attach additional sheets of paper.**

**What is your desired outcome (please check one):**

\_\_\_\_\_ fines to be completely dismissed

\_\_\_\_\_ reduction in the fine amount. Desired fine amount: \_\_\_\_\_

**Do not write below this line – staff section**

\_\_\_\_\_ staff member who received appeal:

\_\_\_\_\_ date received:

**Appendix B**  
**Weaver Library - Borrowing Privilege Appeals Request Form**

**Your Full Name:** \_\_\_\_\_

**Your Student ID or library account #:** \_\_\_\_\_

**Mailing Address (street, city, state, zip):** \_\_\_\_\_

**Phone Number:** \_\_\_\_\_

**Email Address:** \_\_\_\_\_

**Please describe why your borrowing privileges were suspended.**

**Please describe and provide specific details why you believe the borrowing privilege suspension should be reversed. If you need additional space, please use the back of this page or attach additional sheets of paper.**

**Do not write below this line – staff section**

\_\_\_\_\_

staff member who received appeal: \_\_\_\_\_

date received: \_\_\_\_\_

