



Elimination of overdue fines on Mountain View Public Library-owned materials

Beginning July 1, 2019, overdue fines on Mountain View Public Library-owned items will no longer be charged. However, fines accrued prior to July 1, 2019 will remain on your account.

What fines or fees will still be charged?

The following fines and fees still remain:

- Fines paid prior to July 1, 2019 (No refunds)
- Lost or damaged items
- Hold items not picked up
- Overdue Link+ items
- \$10 non-refundable collection recovery service fee assessed 30 days after billing

You will not be prevented from checking out materials unless the total fines are \$25 or more. The easiest way to find out if you have a remaining balance is to login to your Library card account online or talk with a staff member. Please be sure to bring your photo ID or Library card.

Why did the Mountain View Public Library eliminate overdue fines?

Our mission states, "Our Library is for everyone. We are a free resource helping our community connect, create, and learn." Fines are a barrier to access. We wanted to remove barriers and make accessing the Library easy, equitable, and enjoyable for everyone. Going fine free is a growing trend in American libraries, resulting in increased visits and circulation.

If we eliminate fines, will materials come back more slowly or not at all?

It is important to return Library materials. Libraries that have gone fine-free show that overdue fines do not affect how fast people bring back books. Return rates appear to be the same before and after libraries go fine-free. The policy is 16 days after the due date items are considered lost and customers are billed for replacement cost. The Library may block accounts with excessive charges until items are returned or the charges are paid down.

I have long overdue Library items. Can I still bring them back?

Yes! Please do so as soon as possible. Replacement fees will automatically be removed from your account, and you'll be back to borrowing.

What if I want an item that another customer has overdue?

We recommend that you place a hold on the item, which will prevent the item from being renewed.

If I lost or damaged a book can I purchase a replacement and bring it in instead of paying the replacement cost?

We prefer not to accept replacements so we can utilize our regular vendors for discounts and processing.

Will I still receive reminders about returning materials? Yes!

NOTICE	HOW SENT	WHEN SENT
Courtesy Notice	Email only	2 days before item is due
Overdue	Email/Phone/Text/Mail *	2 days overdue
Bill – Cost of item	Email/Mail *	16 days overdue

* Customer Preference

I've always thought of paying my fines as my donation to the Library. Can I still donate?

Yes! Now and in the future, donations to the Library can be made directly to the Library or the Friends of the Mountain View Library.

Who do I contact if I have questions about my account?

Customer Services: (650) 903-6884, library.customerservices@mountainview.gov