

Appeal of Library Charges

Rowan Cabarrus Community College
PO Box 1595 | Salisbury, NC 28145

- 1) Read the Library Appeals information on the back of this form.
- 2) Fill out the Appeals Form carefully and completely. This form is where you document the situation with regard to the fines or fees that you believe were improper.
- 3) Email the form to timothy.hunter@rccc.edu or turn in to the Circulation Desk at the appropriate campus.

Campus (Check one):

North ___ South ___ NCRC ___

Name: _____ Library Card #: _____

Address: _____

City/State: _____ Zip: _____

Phone: _____ E-mail: _____

Today's Date: _____

I have read the Library Appeals information, and I understand the Appeals Process.

Signature: _____

Identify the item(s) whose fines and/or fees you are appealing:

In the space below, fully state the reasons for your appeal. Include any relevant facts and extenuating circumstances. **Please be specific and complete!** Attach additional sheets as necessary.

Decision of Appeal:

Appeal Granted

Appeal Denied

Charges reduced to: _____

Coordinator's Signature: _____

Follow-up Action Taken

Patron Notified:

Date:

If applicable, adjustments made to account:

Date:

Appeal Process

A Borrower may appeal if he/she believes Library charges are mistakenly assessed or extenuating circumstances warrant reduction or cancellation of the charges. Appeals should be made within 30 calendar days of the original Library charge.

A notice of overdue items is a courtesy reminder. Non-receipt of an overdue notice does not exempt a Borrower from fines or charges. It is the Borrower's responsibility to assure that a current email is on file on the Library record. A Borrower may appeal by completing an Appeal of Library Charges form available online at <https://www.rccc.edu/lrc/appeal-of-library-fines-or-charges/> or at the Circulation desk. The outcome of the appeal will be emailed to the Borrower within 7 days and noted in the Borrower record.

The Library Coordinator's decision may be appealed to the Library Director within two weeks of receipt of the initial decision by emailing the Library Director. The Library Director will make a decision in writing within two weeks of receipt of the appeal.

Reasons generally not regarded as valid for canceling or reducing charges:

- Lack of knowledge of Library policy
- Disagreement with the Library fine or fee structure
- Inability to pay fees and charges
- Material loaned to a third party
- Non-receipt of Library reminder notice
- Returning items to other Libraries besides RCCC
- Being out of town
- Forgetting the due date
- Term breaks, leaves, vacations, exams, car problems, etc.