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## Administrative Rules

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### Rule 2.9 Circulation Parameters and Fees

#### I. PURPOSE

Maximize service and convenience for customers while supporting stable library operations.

#### II. OBJECTIVE

Standardize key District circulation parameters and fees that affect customers.

#### III. RULES: Refer to Circulation Fees and Parameters Table.

#### IV. DELEGATION OF AUTHORITY TO WAIVE AND REDUCE FEES

- A. Waivers and reductions of fees may be made at the discretion of Deschutes Public Library Staff in the event of certain extenuating circumstances, which may include:
- The possibility of error in record keeping on the part of the library.
  - The imposition of undue hardship on an individual or family.
  - The existence of circumstances beyond the control of the individual.
  - Waivers and reductions of fees should be reasonable and justifiable.
- B. The Library Operations Manager will establish standard operating procedures concerning waivers and reductions of fees.
- C. Fees in excess of \$49 per customer, the \$10 Unique Management Service Fee, or item replacement cost may not be waived or reduced without the approval of a Supervisor, Manager or the Library Operations Manager.
- D. Deschutes Public Library Supervisors, Managers and the Library Operations Manager are delegated the authority to waive or reduce fees consistent with providing flexible service to our customers. Any questions or concerns regarding fee reduction or waiver approval are to be directed to the Library Operations Manager or Assistant Director.