

FINE WAIVER REQUEST FORM

Patron information	
Date:	Library card #:
Name:	
Address:	Phone:
	Email:

Fines requested to be waived (Note: Library staff fills out this portion)	
Lost charges:	# Lost:
Damaged charges:	# Damaged:
Overdue charges:	# Overdue:
Total charges:	
Title(s):	

Please explain why you would like your charges waived. Note that, in the event of an illness, you may be asked to submit a doctor's note.

Patron signature:	Date:
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You will receive a response within seven working days from the time the branch manager receives your request. To inquire about this request, please call your branch library.

Date received:	Staff initials:
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Chatham Community Library: Requesting a Waiver of Your Library Fines or Fees

Requests for a waiver of fines will be considered in extreme circumstances, such as an illness or death in the family, or destruction of library materials by events out of your control, such as a storm or fire.

Circulation staff cannot waive patron fines. You may request a waiver of your library fines by submitting a Fine Waiver Request Form, which will be given to the branch manager for review. Please note that fines cannot be waived “on the spot.” Please be sure to provide your phone number or e-mail address in case we need more information about your request.

You do not need to submit any special documents in order to request that your fines be waived. Please do not submit medical documents as these are private. At the discretion of the branch manager, you may be asked to supply a physician’s note stating that you were unable to return your library materials at the time they were due.

In general, we cannot waive or reduce fines for any of the reasons below:

- You did not know about or you disagree with the library’s fine/fee structure
- Your current financial situation prevents you from paying library fees or charges
- You loaned library materials to another person, or borrowed something for a family member, who lost the materials or returned them late
- You did not reasonably protect the material from loss or theft, e.g. it was left behind when you went on vacation
- You did not receive a reminder or an overdue notice*
- You returned your items to a library outside the Chatham County Library System
- You were out of town
- You could not remember the due date

**Please note that you are responsible for late fees or charges even if you do not receive an overdue notice. Borrowers are issued a receipt with the dates their items are due at the time they check out. Borrowers are also able to monitor their library accounts on line. If you do not know how to do this, please ask a staff member.*