

Highline Community College Library
Operational Policy and Procedures

How to appeal library charges

Objective: *Who can appeal?*

All library users can appeal. Charges may be upheld, reduced, or cancelled.

When do I appeal?

Appeals must be filed within twenty-one (21) days of billing or of when the library user is made aware of the charges.

Why would I appeal?

If you think the library has made an error or if you have a special situation that made it difficult for you to return materials, an appeal is a good idea.

What reasons for appeal usually don't result in reduced or cancelled charges?

Appeals based on not knowing the library rules or the amount of fines, claiming your need was greater than another's, being too busy, uncertainty about the due date, or failing to receive an overdue notice are generally not regarded as valid reasons for canceling or reducing library charges.

Where do I get an appeal form?

- Contact the Library's Circulation Department on the Plaza level of the Library or call them at (206) 878-3710 ext. 3234.
- Ask to speak to the person who handles appeals.
- Explain why you want to appeal.
- Complete the appeal form and take it or send it to the address on the form.

Who makes the decision on my appeal?

The Dean of Instructional Resources reviews the appeals. The Dean reads your appeal statement and a statement from the Circulation Department.

Who do I contact for more information?

Contact the Library Circulation Department at (206) 878-3710 ext. 3234.

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Key Department: **Library Administration**

Key Person: **Monica Luce, Interim Dean of Instructional Resources**