

**LINCOLN CITY LIBRARIES
LINCOLN, NEBRASKA**

POLICY TITLE: WAIVING CHARGES

Charges on customer records that have accrued due to unusual circumstances may be waived by the Library Director or designee based on the following guidelines:

- Error on the library's part.
- Natural or climatological conditions or disasters which impede a customer from accessing the library to return materials by the due date.
- Family tragedy, including death or other such traumatic circumstance.
- One-time waiver for up to \$200 for cardholders.
- Library Director's discretion due to exceptional circumstances, including stolen cards when a Police report has been filed.

If the requested waiver is for \$50.00 or more, regardless of the circumstance, a Waiver of Charges Request form is required.

ADOPTED BY LIBRARY BOARD: December 20, 2016

REVISED BY LIBRARY BOARD: June 15, 2021

REVIEWED BY LAW DEPT.: June 2021