Outlined below are the steps that should be taken in order to pursue relief and/or appeal the proposed resolution of an unresolved Chalmer Davee Library problem. The appeals process should be handled in 30 days from start to finish. However, there may be occasions when the process takes longer. The form for filing an appeal is attached.

To begin the appeal process, you must submit the appeal form. All information requested must be complete. A thorough statement of the facts and the remedy sought should be included.

The appeal form will be sent to the Head of Access Services to review and provide comment, specifically addressing the remedy sought. This comment and review will be submitted to the patron within two weeks. If the matter is resolved between the patron and the library, the appeal will end.

If the patron does not agree with the proposal from the Head of Access Services, the patron should return the appeal form with additional comments to the library within two weeks. The appeal will be forwarded to the Library Director for review and final comment. The patron and the Head of Access Services will be informed of the final decision. Once the final decision is rendered, the appeal process has ended.

The following reasons are generally not regarded as valid for canceling or reducing charges:

- Lack of knowledge of library policy
- Disagreement with library fine or fee structure
- Inability to pay fines and charges
- Material loaned to a third party
- Non-receipt or late receipt of library courtesy notice
- Returning items to libraries other than the UW libraries
- Being out of town
- Forgetting the due date
- Term breaks, vacations, exams, car problems, etc.

Appeals must be filed within 45 days from the date of the fine assessment or due date.

A decision will be made as to whether to:

- require full payment of all charges,
- reduce the charges, or
- waive all charges.

Decisions are final and binding on both the borrower and the library.

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