Student Policies

I. Textbook Issue

A. Undergraduate Students
   1. Textbook issue for undergraduate students begins at 8 a.m. one week before classes begin.
   2. A UW-River Falls ID card or another form of legal photo ID is required to check out texts.
   3. Students who have Textbook Services holds on their eSIS accounts will be required to clear up these obligations before textbooks are issued.
   4. All textbooks from previous semesters or dropped classes must be returned before more textbooks will be issued.
      a. Exceptions may be made for J-Term on a case-by-case basis.
   5. Students must check out their own textbooks. A student may not use another student’s ID card to check out textbooks.
      a. The Textbook Services manager may make special arrangements for textbook issue in cases where the student is not able to come to Textbook Services.
   6. For most classes, textbook rental fees are paid as part of your tuition.
   7. Each student is responsible for the materials he or she checks out and must adhere to all policies to ensure that the rights and needs of other students are not compromised and to ensure the proper management of the system.

B. Graduate Students
   1. Most textbooks for graduate students are available for purchase in the Falcon Shop in the University Center.
   2. Textbooks are provided for graduate students enrolled in undergraduate courses; a rental fee is charged on a per text basis at the time of checkout.
   3. Graduate students who are taking lower level graduate courses may rent texts when requested by the professor, but only after it is determined that there are copies in excess of the number needed for the undergraduate students in the class; a rental fee is charged on a per text basis at the time of checkout.
      See the Graduate Rental Fee Schedule in General Policies I.A.2.b.
   4. All check out and return policies and procedures that apply to undergraduate students also apply to graduate students.

C. Mailing Textbooks Policy
   1. When necessary for online or distance learning classes, Textbook Services will mail textbooks to a student who is unable to come to campus.
      a. Students should make every effort to come to campus before requesting items to be mailed.
2. All check out and return policies and procedures that apply to undergraduate students also apply to students in online classes.

3. Requests for mailing should be made using the form on the Textbook Services website.

4. There is a minimum shipping charge of $10, and this charge may increase according to the size and weight of the items being mailed.
   a. The $10 minimum applies to mailing access codes as well.
   b. Textbook Services will never give codes out by phone or e-mail; they must be mailed or picked up in person.

5. All items checked out from previous semesters must be returned before more items will be mailed. Any financial obligations must be cleared.
   a. If J-term books are still checked out, a student may have the spring semester books mailed before the J-term books are returned. The policy regarding postmarked dates still applies to J-term books.

II. Textbook Return

A. Due Dates
   1. Textbooks/materials must be returned by closing time on the last day of finals of the semester in which they were checked out, unless prior arrangements have been made.
      a. Dropped classes: due immediately, up to 4 days, including weekends, even if the course is to be retaken the following semester.
      b. Half semester texts: due on Friday of the week in which the last scheduled meeting of the class took place according to the Registrar's class schedule.
      c. Online class texts: due either the last day of finals or postmarked within 4 days of the last day of the class as published in the Registrar's class schedule.
      d. Summer session class texts: due on the last day of the class or by the date indicated on the booklist printout.
      e. Withdrawals: due on the date of withdrawal unless prior arrangements have been made.
      f. Incompletes: Textbooks must be brought in to be re-checked out into a new term. Students may re-checkout the materials for those courses without fines or additional rental fees. Arrangements MUST be made prior to closing time on the last day of finals.
      g. If mailing in textbooks, packages must be postmarked within 4 days of the due date established by Textbook Services to avoid late fees.

2. Fines are charged for textbooks/materials which are returned after the assigned due date.
3. Textbooks/materials which will be used in consecutive semesters must be returned by closing time on the last day of finals of the semester in which they were checked out.
   a. Students who wish to keep texts/materials for study over the semester breaks must pay an early rental fee of $2 per book and the text should be checked out into the new term.
   b. Students not enrolled during semester breaks may use texts/materials for a rental fee charged on a per text basis at the time of checkout. Refer to the Graduate Rental Fee Schedule in General Policies I.A.2.b.

4. Texts/materials may not be checked out to non-students or non-faculty.

B. Returning Texts
   1. An ID card is not required for textbook return.
   2. Textbooks/materials are to be returned at Textbook Services, checked in, and returned to the main stacks. They must not be left unattended on the counters, in the hallway, etc.
   3. Fines will be charged for items abandoned or returned to the wrong location.
   4. Texts/materials may be returned to the inside or outside book drops when Textbook Services is closed. The bookdrop will be locked Wednesday and Thursday nights of finals week.
   5. The return of one student's textbook(s) by another person is permitted; however, the student who checked the materials out originally is ultimately responsible for the return of the materials and for payment if they are lost, overdue, or damaged.
   6. Books may be mailed to Textbook Services if students cannot make it to campus before the due date. Please use the mailing address found on the Textbook Services website.

III. Penalties & Other Charges

A. Fines & Other Charges
   1. Materials which were due and not returned by their due date will be fined at the following rates:
      a. $5 per item returned within two weeks (14 calendar days) after the due date.
      b. $10 per item returned between two and four weeks after the due date.
      c. $15 per item returned after the first four weeks have elapsed, the first day of a new semester, or after an overdue notice has been prepared.
   2. Textbooks which are kept beyond the due date and for which it is necessary to purchase replacement copies to meet enrollment for a subsequent semester will not be accepted for return, and must be paid for at the full price.
   3. Students may be held responsible for the full cost of the book after four weeks overdue, with the exception of J-Term and Summer Sessions. Students may be
charged the full price of the book immediately after the J-Term or Summer due date if a replacement copy is purchased.

4. Textbooks/materials returned by a staff or community member, or returned to another library, will be fined at $2 per item.

5. A fine of $5 per textbook, but no more than $10 per class, is charged for textbooks from dropped classes which are returned more than four (4) calendar days after the class has been dropped on eSIS or at the Registrar.

6. There is a $5 fine for removal or mutilation of textbook barcodes.

7. Fines for overdue materials will be waived in cases where sickness or family emergency is involved, provided a notification of absence has been received from the Office of Student Rights and Responsibilities, or when proper documentation is provided.

8. A fine of $1 per textbook is charged for textbooks which are returned to the wrong location in the main textbook stacks.
   a. If a book has been returned by the red number, it will be at the discretion of the Textbook Services employee whether a fine will be assessed.

9. Highlighting or marking materials is not allowed. Fines will be charged at the discretion of Textbook Services.

10. A letter fee may be assessed to cover costs of preparing and mailing overdue notices.

11. Undergraduate students pay a rental fee of $73.80 as a part of their tuition.

12. Graduate students pay a rental fee from $2 to $30 per text, depending on the original cost of the text. See the Graduate Rental Fee Schedule in General Policies I.A.2.b.

B. Lost, Stolen, and Damaged Texts

1. Materials that are lost, stolen, or damaged beyond repair must be paid for at the unit price.

2. Materials that are returned with mold must be purchased at the unit price due to health risks and to prevent the spread of the mold spores to other books.

3. Refunds may be given within a year of purchase, upon return, for lost materials costing $16 or more, that are still current, and for which a replacement copy has not been purchased. A $15 per item service charge will be subtracted from refunds given on lost materials.

4. Students who return materials which are damaged but still usable will be charged fines that will be assessed using a standardized rubric. Fines are assigned using a percentage of the cost of the item. Factors that affect this percentage are the original cost of the material, the extent of the damage, the age of the material, and the approximate cost of repair.

5. Materials which are damaged and no longer usable must be paid for at the unit price.
6. There is a two week period at the beginning of each semester during which students may inspect their textbooks for damage and report any problems to Textbook Services.
   a. This includes verifying that any CDs, inserts, etc. that are included with the text are in working condition and are included with the text.
   b. After this two week period, the student may be held responsible for damage to textbooks or missing CDs, inserts, etc. at the discretion of the Textbook Services manager.
7. Students may exchange a privately owned text, CD, or disk to replace a lost or damaged item at the discretion of the Textbook Services manager only. A $15 processing fee will be charged.

C. Disputes
   1. All disputes involving textbook return, damage, overdues, fines, lost or stolen texts, etc. will be handled by the manager and/or assistant manager.
      a. If a satisfactory resolution is not reached, students may submit a written complaint to the library director.

IV. Textbook Purchase

A. Current Texts/Materials
   1. Current texts/materials may be purchased at a discount of 20% by currently enrolled students during the posted book sale.
   2. Currently enrolled students who wish to purchase current textbooks outside of the book sale may do so at full list price.
   3. Graduate students may purchase only those texts that they have currently checked out from Textbook Services.

B. Discontinued Texts/Materials
   1. Discontinued texts/materials are available for sale at all times. These texts are on display at Textbook Services; and students, staff, alumni, and community members may buy them. A list of discontinued textbooks is available online. Discontinued texts must be purchased in person at Textbook Services.
   2. Book buyers must contact the Textbook Services manager to negotiate prices.
V. Other

A. Financial Obligations
   1. Outstanding financial obligations will result in a hold placed on the student's eSIS account. This may result in withholding of permission to class registration, receive grades, and the release of transcripts until the obligation is cleared.
   2. Overdue notices are prepared on a set schedule
   3. Long overdue accounts may be referred to a collection agency or the Department of Revenue in accordance with University policy.
   4. A letter fee may be assessed to cover costs of preparing and mailing these overdue notices.

B. Questions
   1. The “FAQ” section of our website may answer many questions. If there are other questions about policy relating to a particular situation, consult the Textbook Services Manager only. Do not ask other students or faculty members. You can contact the Textbook Services manager at 715-425-3106 or by e-mail.