

## Library Appeals Panel

The Library Appeals Panel exists so that library users with disputed fines and/or lost materials fees can have an impartial hearing of their appeals. The Appeals Panel consists of FLC students, faculty, and staff who are not affiliated with the Reed Library other than being library users themselves.

### **If you have library fines or fees that you believe were improperly assessed:**

1. Contact a Circulation Supervisor to express your concerns as soon as possible. If a Circulation Supervisor is unable to resolve the situation, you will be referred to the Access Services Librarian.
2. After discussions with the Access Services Librarian, if you feel that the situation remains unresolved, fill out the Appeals Form available from the Access Services Librarian.
  - Fill out the Appeals Form **carefully** and **completely**. This form is where you document the situation with regard to the fines or fees that you believe were improper.
  - Only the user on whose account the fines or fees were billed may file a Library Appeal.
  - Patrons will have the right to file an appeal up until the time that the account is sent to Fort Lewis College Accounts Receivable. Accounts will not be sent to FLC Accounts Receivable without giving the patron a 30 day notice.
  - The Access Services Librarian will provide documentation of the circulation records that relate to the fines and fees you have felt are improper

If the Access Services Librarian cannot offer a resolution that you find agreeable, your Appeals Form and the relevant circulation records will be forwarded to the Library Director for review.

3. The Library Director will attempt to resolve the situation. If your appeal cannot be granted by the Director, it will be heard at the next meeting of the Library Appeals Panel.
  - The Library Appeals Panel meets once during the Fall Semester, once during the Spring Semester, and once during the Summer Sessions.
  - You are invited to attend the Appeals Panel meeting at which your case is heard, although your presence is not required. The statements you make on your Appeals Form will represent you if you cannot or choose not to attend the meeting. (Thus, it is important that you explain your situation completely when you fill out the Appeals Form.) The notification you receive from the Library Administrative Assistant will inform you of the date, time, and place of the meeting.

All decisions of the Library Appeals Panel are FINAL. A copy of the Appeals Panel decision will be mailed to you on the next working day after the meeting. The Access Services Librarian cannot discuss or explain the Appeals Panel's decision.

If your appeal is granted, you will not be responsible for the fines placed on your account. You should contact the Access Services Librarian to make the appropriate arrangements if you are eligible for a refund as a result of the Appeals Panel's decision.

If you have questions or comments on the Library Appeals Process, contact the Library Administrative Office by phone (970-247-7170), by fax (970-247-7149), or by e-mail ([wakashige\\_b@fortlewis.edu](mailto:wakashige_b@fortlewis.edu)).