



EXCEPTIONAL CIRCUMSTANCES POLICIES

BANKRUPTCY POLICY

If a patron reports to the library that they have filed for bankruptcy.

1. Must show physical proof of the filing.
2. When proof is presented, we will waive any overdue fines or processing fees.
3. If they have non-returned items, we will not waive any fines or fees or lift any holds until the items are returned.
4. Each case will be reviewed individually.

STOLEN ITEMS POLICY

If a patron reports that their backpack, car, etc. was stolen and it contained library materials.

1. Request proof of a police or security report to verify the incident.
2. When it is presented, we will waive all fines and fees, remove charged items from the patron's record and write them up as lost items.

DECEASED PATRON POLICY

If it is reported to the library that a member of the USI family has died, we will waive all fines and fees and remove any charged items from the patron's record and write the books up as lost.