**Nonconformance Form**

Patron Name:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Date:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Account Number:\_\_\_\_\_\_\_\_\_\_\_\_

I am:

Disputing a material or fine/fee on my account

Requesting a fine/fee reduction due to extenuating circumstances

* Requesting an account to be removed from a household
* In most cases, fines are not lowered or removed.
* Due date stamps cannot be considered when processing a dispute or reduction request.
* Provide as much documentation as possible when requesting waiver due to theft, accident, illness, etc.
* Nonconformance forms take 1-3 weeks to process; your account will remain blocked until a decision has been made and/or all fines and fees are paid. No refunds can be issued.
* Please contact the library to enquire about the results of your request or access your account online.
* Results are final.

**Please explain your situation/request:**

Office Use Only

Staff Contact:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Missing Items (List Material Numbers)

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Comments:

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Action Taken: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

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Date Completed: Approved by:

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