

## LIBRARY APPEALS PANEL

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The UTA 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 UTA students, faculty, and staff who are not affiliated with the UTA Libraries other than being library users themselves.

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

1. Contact the Circulation Desk staff to express your concerns as soon as possible. If the Circulation Desk staff is unable to resolve the situation, you will be referred to a Circulation Desk Manager.
2. After discussions with a Circulation Desk Manager, if you feel that the situation remains unresolved, fill out the Appeals Form printed on the back of this information sheet.
  - 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.
  - Library fines and fees are billed through the UTA Bursar's Office. Only the user on whose account the fines or fees were billed may file a Library Appeal.
3. A Circulation Desk Manager will review the documentation further and if they cannot offer a resolution that you find agreeable, your Appeals Form and any relevant circulation records will be forwarded to the Central Library Billing Manager for review.
4. The Billing Manager will attempt to resolve the situation. If your appeal cannot be granted, it will be heard at the next meeting of the Library Appeals Panel. The Billing Manager will contact you to inform you of the date, time, and place of the next Appeals Panel meeting.
  - The Library Appeals Panel meets twice during the Fall Semester, twice during the Spring Semester, and once during each Summer Session.
  - You are invited to attend the Appeals Panel meeting at which your case is heard, although your presence is not necessary. The statements you make on your Appeals Form will represent you if you choose not to attend the meeting. Thus, it is important that you explain your situation completely when you fill out the Appeals Form.
5. A copy of the Appeals Panel decision will be mailed to you on the next working day after the meeting. All decisions of the Library Appeals Panel are FINAL. Circulation staff cannot discuss or explain the Appeals Panel's decision.
  - You are responsible for all library fines and fees that have been billed to you through the UTA Bursar's Office. If your appeal is granted, credits that relate to the appeals decision will be placed on your account. Contact the UTA Bursar's Office to make the appropriate arrangements if you are eligible for a refund as a result of the credits.
  - If you choose not to pay the library charges until your case is heard by the Appeals Panel, you will be responsible for any late fees that accrue on your account.

If you have questions or comments on the Library Appeals Process, contact us by phone (817-272-3395) or e-mail ([askus@uta.edu](mailto:askus@uta.edu)).

## LIBRARY APPEALS FORM

Name: \_\_\_\_\_ UTA ID #: \_\_\_\_\_

Address: \_\_\_\_\_

City/State: \_\_\_\_\_ Zip: \_\_\_\_\_

Phone: \_\_\_\_\_ E-mail: \_\_\_\_\_

Today's Date: \_\_\_\_\_

I have read the Library Appeals information, and I understand the Appeals Process

X \_\_\_\_\_

**Identify the item(s) whose fines and/or fees you are appealing**

**In the space below, fully state the reasons for your appeal. Include any relevant facts and extenuating circumstances. Please be specific and complete! Attach additional sheets as necessary.**

### Decision of the Library Appeals Panel

- ☐ Appeal Granted
- ☐ Appeal Denied
- ☐ Charges reduced to: \$ \_\_\_\_\_

Signature of the Chair: \_\_\_\_\_

### Follow-up Action Taken

- ☐ Patron Notified  
Date: \_\_\_\_\_
- ☐ If applicable, adjustments made to  
account  
Date: \_\_\_\_\_