

Cass County Public Library services will be denied to any person with fees owed in the amount of \$25 or more.

Cass County Public Library reserves the right to refer persons in denial status to a collection agency, which may report their debts to applicable credit bureaus. A patron with an open collection account will remain in service denial until such time as the account balance is under \$25 (twenty-five dollars).

Service may also be denied for other reasons, including, but not limited to, unverified address, abuse of services, failure to provide adequate identification, or disruptive behavior within the library.

Branch managers and/or personnel in charge will have the right to modify this denial of service for hardship and will be able to restore library service to a patron if a good-faith effort to return materials and pay fees is shown. Any such adjustments will be fully documented and forwarded to the Assistant Director – Head of Public Services.

Library account holders have the right to appeal any decisions made under this policy to the Assistant Director – Head of Public Services. If the person is unsatisfied with the results of that appeal, the appeal may be taken to the Library Director for the final resolution.

Revised 4/20/2022

Revised 9/17/2025