University Libraries’ User

Stacey J. Smith, Circulation Department Head

Fees / Charges

We are sorry that you are experiencing difficulties regarding fees or charges. Please complete this form and return it to the Circulation Desk. Our Billing Associate, Ms. Frankie Perry’s (ext. 4483) office hours are Mondays, 9:30 to 6:00 and Tuesdays thru Fridays, from 8:00 to 4:30. She will contact you at her earliest convenience.

It is our goal to provide a response to you concerning this problem within one business day. (Exception: weekends) Your patience in this matter is sincerely appreciated.

NAME _____________________________________  DATE _____________________
SOCIAL SECURITY # ___________________ DAYTIME PHONE ______________
MAILING ADDRESS ____________________________________________________

Did you receive a bill? Yes _____  No______

BRIEFLY EXPLAIN THE CIRCUMSTANCES:

____________________________________________________________________
____________________________________________________________________
____________________________________________________________________

IF YOU HAVE THE CORRESPONDENCE REGARDING THIS PROBLEM, PLEASE ATTACH IT TO THIS FORM.

Date __________                                                                       Staff Initials __________

I, ________________________________ from the Department of __________________

hereby understand that the books loaned to me are due ____________________, and that any fines and/or fees accrued because of their late return are my sole responsibility.

________________________________________   ______________________________
(Faculty Signature)                                                    (Circulation Staff Signature)