9 August 2023

Subject: Retention Schedule for Expired Patron Cards Policy

- Unencumbered expired library cards should be deleted within 2 years of the expiration date.
- Expired cards with a dollar amount of less than $25.00 in fines* or lost items** should be deleted within 3 years after the expiration date.
- Expired library cards with a dollar amount of $25.00 or more in fines or lost items should be deleted 5 years after the expiration date. Patrons sent to material recovery agencies may be retained for 8 years. Patron's home library may make case by case exceptions to retain accounts.
- School and academic libraries should delete all student cards no later than 2 years after the student has graduated.
- Per the [Notification and Billing Policy for Transited RSA Member Library](#) (Approved 11/2019):
  - If the item is lost or damaged and the bill is never paid by the patron, the item-owning library will absorb the item's cost.

*Excluding lost items, referral fees & processing fees, all other bills shall be removed by the patron's home library.

**If the lost items are owned by another library, contact the item owning library to promptly remove the lost items, referral fees and processing fees from the patron's account. The patron's home library shall then delete the expired card.

Approved by the RSA NFP Users Group 7 March 2013
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