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23 July2018,

Dear Head of Libraries and Learning Services,

I’ve received YET ANOTEHR fine for my overdue books and am really angry right now. GRRR!! This would not have happened, if I had only received a reminder email on the night before my books (Writing for the workplace and Electronic literacies in the workplace : technologies of writing) were due (17 July). But no. I only get a notification of overdue book TWO DAYS AFTER the due date, telling me know I have a $8 fine to pay! That on top of a huge fine (over forty $) I already have! There’s a big problem here obviously.

Thisis obviously not the first time this thing has happened. I’ve told the library before that they shouldn’t be doing this, that thee should be a reminder on the night before the due date, which would be really helpful, and that I’m not going to pay. After which they told me to contact you which is why I’m now writing to you.

It’s almost as if it’s done no purpose. If library cared about books being returned on time instead of making students late with returns, wouldn’t they want to help us remember by sending a reminder *on the night before*? But no. There’s only one a week before (too early rally!), and then when it’s already well past overdue. This sounds like a moneymaking scheme, if you can pardon me for saying that, which is what I’m protesting here. Plese change this system so we get notificiations on the night before.

I’m paying enough in fees for my studies and it is inacceptable that the univereisty tires to rip off more money from studens through such means. What you’re doing is unethical. I’m very disappointed. ☹

PS: Sorry for bein a bit ranty here but I’m really and I think rightfully angry atm. I hope you understand and can fix this. PS2: I’ve attached notifications form library FYI.

Warm regards,

Ms Ejiva Tormifova