

LIBRARY POLICY MANUAL

CIR-3: Circulation of Library Materials

Date Issued: 7/21/04

Revised: 10/16/2013

6/17/2020

Attachments:

1-Fines and Fees Table

I. Policy

It is the policy of the library to check out and check in library materials as quickly as possible while ensuring accurate transaction records and inventory control of library materials.

A. Non-Circulating Materials

The following library materials do not circulate outside of the library:

1. Newspapers;
2. Most recent issue of magazines;
3. Reference books (except as outlined below);
4. Local History materials.

B. Loan Periods

Loan periods for individual items are determined as follows:

1. **Three (3) weeks** for books, back issues of magazines, and books on audiodisc
2. **One (1) week** for DVDs
3. **Eight (8) weeks** for book club kits
4. Ebooks, eAudios, and eMagazines may be checked out for a **maximum of 21 days**. Some downloadable content may have special circulation periods or may have no expiration period.
5. Seniors (cardholders over 62 years of age) receive an extra week for all types of physical materials except for DVDs.
6. Some items, such as the annual Consumer Checkbook Guide to Federal Health Plans and 3-D materials are given a special circulation period.
7. The loan period for an interlibrary loan is set by the lending institution.

8. Adult or youth reference materials are loaned at the discretion of library staff for a period of up to 3 days. These materials are non-renewable and are billed if not returned within 7 days.

C. Limitations on Circulation

The maximum numbers of items of a particular type allowed on a single account at one time are:

1. DVDs—ten (10)
2. Books on audiodisc—ten (10)
3. Back issues of magazines—ten (10)
4. Ebooks and eAudios—Ten (10) (in any combination)
5. Books—fifty (50)
6. Book Kits—three (3)

D. Blocked Patron Records

Cardholders' borrowing privileges and access to select online resources are suspended when they have accrued over \$10 in charges.

A record may also have a “manual block” placed on it by library staff pending the resolution of a specific problem. For example, the library staff puts a block on a record if the cardholder reports that their card is lost. In these cases, a note is placed in the cardholder record specifying the reason for the stop, and what needs to be done to remove the stop.

Resolution of charges so that there is less than \$10 owed on the record immediately removes the blocked status. Blocks are removed when the stated problem is rectified.

Library staff may override the blocked status for the following reasons: pending a shelf-check for a disputed item; for cardholders paying down a large fee through a payment plan; or pending resolution of a disputed fee or charge amount. Library staff has the authority to permit cardholders to continue to use library resources despite a blocked account if they deem it appropriate in the situation.

Library staff extend loan periods, by request, for cardholders who are out of town for extended periods and who would not be able to renew.

E. Renewals

Circulating items may be renewed two (2) times, for a period of time equal to the original loan period, as long as that item is not reserved by another cardholder. Renewals are also subject to restrictions due to cardholder

delinquency, blocked records, etc. In addition, some items, such as eBooks and eAudios, may be non-renewable by policy or by definition.

The library automatically renews all eligible materials the day they are due. Items that are not eligible to be renewed include materials that have already been renewed twice, materials on reserve for another cardholder, materials on a blocked account with charges over \$10, and e-Materials. Renewal notifications will be sent to cardholders via their preferred notification method providing them with information about the renewed items, as well as information about items that were unable to be renewed.

Cardholders may renew in person at a service desk with or without the items, by phone, via text, at the self-check machine, or online. Renewal loan periods are calculated from the date of the renewal.

F. Special Circulation Policies

Non-circulating reference items may be allowed to circulate under certain conditions, other items may be assigned special loan periods as needed.

G. Return of Materials

Items may be returned to the service desks or inside book drop during operating hours, or to the outdoor book drops at any time. Items may be returned by mail, although the returned date is the date that the item is received and checked in, and the cardholder is responsible for any items lost or damaged in transit. Items returned to the book drop prior to opening on a given day are considered to have been returned the previous working day.

The cardholder is responsible for any charges related to damage determined to have been done to the item while checked out to the cardholder, and any replacement costs and processing fees associated with items that are not returned to the library.

H. Fines and Fees

It is the policy of the library to assess charges in accordance with the attached Fines and Fees table. As of July 1, 2020 the library is no longer assessing overdue fines except on ILL items. Lost/Damaged items are charged their replacement fees. Items are considered long overdue when they are 30 days overdue, at which point they will be billed to the cardholder's account. Billed items returned to the library will result in removal of the charges. [See below for additional information on billing.]

The Library Director may change fines and fees without notice in accordance with fines and fees rates approved by the Library Board of Trustees. The fine

and fee rates are reviewed annually, or more frequently as the need arises. Fines and fees rates are posted in the library and are available on the library website.

Borrowing privileges are suspended when a record has accrued over \$10.00 in charges. The Circulation Supervisor, the Library Director, or library staff may waive or reduce charges. A cardholder may appeal a decision regarding reduction of charges either in person or in writing to the Library Board of Trustees if not satisfied with the decision.

Payment options for resolving charges include payment by cash, check, credit card, or debit card. Credit card payments are accepted by phone, in person, and online. Payment plans which allow a cardholder to continue to use the library despite charges in excess of \$10.00 may be arranged with the Circulation Supervisor or the Library Director in cases where payment of charges may constitute a hardship for the cardholder.

Library staff and members of the Library Board of Trustees are responsible for lost/damaged or long overdue items. Exiting staff members or volunteers are charged for lost/damaged or for items unreturned at the time of their departure.

Fees for lost/damaged or long overdue items include a processing fee (see Fines and Fees Table, attached). This fee is reflected in the listed replacement cost of the item in the library database. **The library does not accept replacement-in-kind for lost or damaged items.** A patron may receive a partial refund, minus the processing fee, for lost items which are then found and returned to the library. Refunds are not given more than six months after the date of original payment and are not given without documentation of the original payment.

Accounts with severely overdue items or with excessive charges are subject to legal action by the library.

For additional relevant policies and procedures, see also: Internal Financial Policy and Missing and Damaged Items Policy.

I. Reserves

Cardholders may place reserves on items so that those items are trapped and held for them at the Circulation desk. If multiple card holders place reserves on the same item, the first cardholder to place a reserve has first priority. A cardholder can only place 20 reserves at a time for in-house materials. Items that have been trapped and are being held for the cardholder count toward the limit of 20. Reserves on eBooks and eAudios do not count toward the limit of

10, but a cardholder may only place 10 reserves on eBooks and eAudios at a time.

Cardholders may place reserves on “available” items. These items are retrieved by library staff and trapped for the cardholder as time permits. Before the items are trapped the item will circulate on a first-come, first-served basis.

Items that have one or more reserves placed on them are trapped during check-in for the next cardholder on the reserve list. Items are held for a cardholder for seven days, after which, if they are not checked out by the cardholder, they are trapped for the next person on the reserve list or, if there is no reserve on the item, returned to the shelf. eBooks and eAudios, however, are available for only 72 hours from the date that the cardholder is notified of their availability.

Cardholders may cancel a reserve by request, either by library staff or through his or her online account.