



Circulation Policy

CONFIDENTIALITY OF PATRON RECORDS

Reed Memorial Library respects the confidential nature of library patron records. Specifically, the confidentiality of patron records is covered by [Ohio Revised Code 149.432](#). Library records or patron information will only be released under these circumstances:

- Parents, guardians and custodians have access to their minor children's records.
- In accordance with subpoena, search warrant or other court order; or to a law enforcement officer who is investigating a matter involving public safety in exigent circumstances.
- With consent of the individual who is the subject of the record or information.
- For library administrative purposes.

LIBRARY CARDS

REGISTRATION POLICY

Eligibility

Reed Memorial Library cards are available to anyone who lives, works, or goes to school in Ohio.

Each new registration is checked in the Portage Library Consortium database. Patrons may have only one regular library card in the Consortium. Qualifying patrons may also receive a teacher card or a 3 for Me card.

Identification

A person must present photo identification such as a valid Ohio driver's license, passport or employee ID (with full name). If the address is not current on the identification, a utility bill or other recent documents received in the mail must be presented.

The following must be completed on the application to receive a library card:

- Full name
- Current Ohio address
- Current phone number or message phone number
- Signature

Without these required items, the card will not be issued.

Persons without a permanent address must provide proof of the temporary address, assuring the library that the patron can receive mail. The address can be a P.O. Box on a temporary basis. A temporary card will be issued for 90 days and checkouts will be limited to 3 items checked out at one time until a permanent address is provided. Only one temporary card will be issued per family.

Patrons are strongly encouraged to provide an email address for notification purposes.

A four-digit number must be used as a PIN for remote access to the library catalog and subscription services.

SPECIAL CARD CLASSIFICATIONS

MINORS

For persons up to age 17 (under age 18) the juvenile library card application must be signed by an accompanying parent or adult taking responsibility for the library account.

The adult's signature, name, phone number and address are required on the registration form. A juvenile card will be automatically changed to an adult card after the individual turns 18.

Parents or adults taking responsibility for a juvenile card may request that the library restrict the card's access to the Adult DVD collection.

FINE FREE PATRONS *See also: FINES AND FEES (p.6)*

- **ADA** (Americans with Disabilities Act) and **Senior Citizens**
 - Patrons with disabilities are given the "ADA" classification
 - Adults age 60 and over are given a "Senior" classification.

- **Teacher**
 - Teacher cards are issued by all three Portage County libraries. Teachers may have only one teacher card in the county. All teachers issued a teacher card at Reed Memorial Library must sign a Teacher Loan Card Agreement.
 - Teacher cards are available to certified teachers of any accredited educational facility and homeschool teachers. Teachers may request subject-specific bundles by completing a "Teacher Request" form. A teacher must have a regular library card in good standing in order to check items out using a teacher card.

- **Institution/School Cards**

Cards will be issued to an institution/school within the library's service area if they meet these definitions:

 - An institution may be defined as a business, company, government agency or other corporate body.
 - A school is defined as an accredited educational facility, such as a certified pre-school, elementary school, junior high/middle school or high school.

An institution/school registration form must be completed by an authorized agent of the institution/school and signed by the director/principal of the institution/school. Also, a letter typed on company letterhead and signed by the director/principal of the institution/school must be presented to the library at the time of registration indicating that the institution/school will be responsible for all materials checked out on the card and all fines and fees. A list of all eligible users must be given to the library before the library card is issued. Eligible users must show identification when checking out.

The institution library card will be kept on file at the library where the registration was taken and may only be used at the issuing library.

- **Outreach Patrons**

A delivery service is available for patrons who are physically unable to come to the library. The Outreach Service provides home delivery of library materials and bulk drops at nursing homes, senior housing and nutrition sites. To qualify, the patron must reside within the Reed Memorial Library service area.

The Outreach patron card can either be an individual card or an institution card. Most materials are checked out for six weeks. **New DVDs** will circulate for 2 weeks and all other **New materials** will circulate for 4 weeks.

- **Staff**

Employees must obtain a personal library card to borrow materials. Employees are not subject to late fees but will be charged for lost or damaged materials. All materials borrowed must be checked out of the library. Employees are not exempt from collections.

- **3 for Me Cards**

Children under the age of 18 without an accompanying adult may request a 3 for Me library card. These cards have the following specific conditions applied:

- Only be used to borrow books, magazines, audiobooks, and New 14 books, plus all digital materials
- Only borrow three physical materials at a time
- Loan period of 42 days (6 weeks), nonrenewable
- Account expires every 12 months
- Account can be billed for lost or damaged items
- Caregiver may choose to opt their child out

Children may have both a standard juvenile library card and a 3 For Me card.

UPDATING LIBRARY CARDS

Patron card privileges expire every three years and are renewable. Patron accounts remain in the system up to seven years from the last time used. Patrons must give current contact information in order to renew their privileges. Current address must be within the state of Ohio.

Patrons are encouraged to contact the library with changes of information as they occur.

LOST/DAMAGED LIBRARY CARDS

Patrons will receive their first replacement card free upon request. This includes patrons who report their library card as lost. Patrons will pay a fee of one dollar (\$1.00) for future replacement cards. Patrons must present identification or be able to verify all information on the patron record in order to receive a replacement card.

Normal wear and tear on a library card that renders it unusable will be replaced without charge to the patron.

A patron is responsible for all material checked out on their card until it is reported lost.

LENDING POLICIES

Regular Loans

Materials may be checked out to a patron with a valid library card issued by any Portage County library and in good standing. Materials may not be checked out to a patron with a blocked status until the reason for the block has been rectified or the patron is on a Payment Plan.

Patrons are strongly encouraged to present their card for each transaction. However, if the patron does not have the card, they must show a photo I.D. An exception can be made for children if they can provide birth date, address and phone number.

A patron may give consent for other persons to use their account. The other name(s) must be listed on the account and those given consent must present their I.D. If the person given consent is a minor with no I.D., they must state the account holder's personal information in order to use the account.

Most items circulate for fourteen days. Lucky Day and new DVDs circulate for seven days. Sometimes loan periods will vary for items from other libraries and patrons need to abide by the loan periods set by the owning library. Holiday and other scheduled closed days are excluded from the date due and fines due calculations.

Restrictions

Some items may not be checked out. Examples are: local history and reference collections. Some media from the other libraries in the Consortium may be age-restricted. Patrons may have up to seventy-five (75) items checked out. Institutions may have up to two hundred (200) items checked out on the institution card. Patrons are limited to check out five NEW Reed Memorial Library DVDs and five Lucky Day items on their account at one time. In certain instances, a patron may be limited to how many items can be checked out on a particular subject.

Teacher Loans

The loan period for teacher loans is 6 weeks with no renewals. Teacher loans are available for most items, but not the following items:

- Items with a NEW label
- picture books with a holiday label
- DVDs
- cake pans

Teacher loans are not for items for personal use. For more detailed information, consult the library's Teacher Loan Card Agreement, which must be signed before a Teacher Loan card is issued.

Institution/School Cards

Institution/school cards are eligible for extended loan periods of six (6) weeks without renewals. Materials for personal use are not to be checked out on institution/school cards.

Vacation Loans

If a patron will be out of the area for an extended period of time, a vacation loan is permitted for up to five non-new items. An item may be checked out for up to six weeks at the patron's request. Items with holds are not eligible for extended loan periods. Vacation loan items cannot be renewed.

Renewals

Items may be renewed in person, over the phone or online. Most items can be renewed two (2) times. The renewal period is the same as the original loan period and will be calculated from the date of the renewal (not the due date). Items renewed after the due date are subject to late fees.

The following items have different renewal rules:

- Board Games can be renewed one time
- Lucky Day materials and items with holds are not eligible for renewals

Holds

Patrons must have an active library card to place holds and no more than twenty-five (25) holds on their card at one time.

In most cases holds are filled in the chronological order in which they are placed. However, copies owned by a branch should first fill requests with that branch as a pickup location, regardless of the date that the request was placed.

Each of the Portage County libraries restricts holds on certain categories of materials. Restrictions vary with each library.

As holds become available patrons are notified that they have seven (7) days to pick up their regular materials. Notification is done via email, telephone call, or text message.

SearchOhio and OhioLINK

Portage County District Library, Kent Free Library and Reed Memorial Library form the Portage Library Consortium. The Portage Library Consortium is a member of the SearchOhio Consortium which also includes access to OhioLINK. Patrons can request titles from other libraries which are unavailable in the Portage Library Consortium.

The service is available to any Portage Library Consortium card in good standing. The typical loan period is three weeks for print, music CDs, and audiobooks and one week for DVDs. Loan periods may vary and are determined by the owning library. Renewals are available if approved by the owning library and must be done by library staff. Late fees are fifty cents (\$.50) per day, per item for all patrons. SearchOhio and OhioLINK hold items that are not picked up within ten (10) days of arriving for pick up will be returned to the owning library.

SPECIAL ITEMS AND COLLECTIONS

Lucky Day

To help keep a supply of high-demand titles available for patrons, Reed Memorial Library offers the Lucky Day collection. This collection has the following special borrowing conditions:

- Lucky Day books, and DVDs have a seven (7) day loan period and cannot be renewed
- Fines for late returns will accrue at the rate of \$.10 per day, per item
- Lucky Day copies cannot be placed on hold and cannot be held for pickup
- Patrons may check out a maximum of five (5) Lucky Day items at a time
- Library staff may not borrow the items

Mobile Hotspots

A Mobile Hotspot is a device that will keep your Wi-Fi-enabled devices connected to the Internet in any area covered by the mobile network provider.

- Mobile hotspots may only be checked out by an adult on an adult library card
- An adult must sign a User Agreement in order to check out a Mobile Hotspot
- Only one Mobile hotspot may be checked out at a time
- Mobile hotspots are checked out for two weeks and cannot be renewed
- Reed Memorial Library Mobile hotspots must be returned to Reed Memorial Library
- Devices not returned by close of business on the due date will be turned off and fines will begin accruing
- Overdue fines for mobile hotspots are \$1.00 per day, per item after the due date
- Mobile hotspots that are not returned will be deactivated and unusable
- Mobile hotspots do not filter content. Parents/guardians are responsible for monitoring children's online activity
- Mobile hotspots will not allow texting or international use
- If the mobile hotspot device or related equipment is lost, stolen, or broken while in a patron's care, the patron's account will be charged

Board Games

- Patrons may check out a maximum of five (5) board games at a time
- Board games have a 14-day loan period
- Board games circulate to most patron profiles except the following user profiles:
 - Teacher, Institution, 3 For Me
- Patrons must pick up and return the board games to Reed Memorial Library
- Board Games are to be returned at the Public Services desk and not in the book drop
- Fine policy
 - Late - \$.50 per day
 - Damaged - \$5.00
 - Replacement - cost of the item

Video Games

- Patrons may check out a maximum of two (2) video games at a time.
- Video games have a 14-day loan period
- Video games circulate to most patron profiles except the following user profiles:
 - Teacher, Institution, 3 For Me
- Fine policy
 - Late- \$.10 per day
 - Damaged or Replacement - cost of the item

FINES AND FEES

Most patrons are charged per-day fines on Portage Library Consortium materials.

Fines are ten (10) cents per day on most materials belonging to Reed Memorial Library. Fines are added to the patron account when the item is returned or renewed. The maximum overdue fine for Reed Memorial Library items is \$5.00 per item or the price of the item, whichever is less, as long as the item is returned in good condition and ready to circulate. Fines vary for the other Portage Library Consortium libraries.

Fines and fees for Portage Library Consortium items can be collected at Reed Memorial Library. Per agreement, fine money and replacement fees are kept at the library where the fines are collected.

Patrons with Fine Free status are responsible for SearchOhio and OhioLINK overdue fines, with the exception of Outreach patrons. However, all patrons are responsible for charges on lost and/or damaged materials. Abuse of the fine free privilege could result in the loss of this status.

Damaged Material

If an item is returned and not in condition to circulate, the patron will be charged based on the price in the item record, which usually is the retail price. Minor damage will be noted on items so that future patrons are not held accountable. If a part is missing the patron will be notified and charged if not returned.

If the item belongs to Kent Free or Portage County District Library, the damage will be noted when returning to the owning library and the owning library will choose whether to charge and/or contact the patron.

Misplaced Material

If a patron claims an item is lost, the record will be updated and the patron will be charged for the item. The charge for the item is based on the price in the item record, which usually is the retail price. The library does not accept a replacement copy in lieu of payment.

If a patron pays for an item and later finds it, the patron may present a Reed Memorial Library payment receipt to receive a refund if the item is returned in condition to circulate within thirty (30) days. Proof of payment online will be accepted in lieu of a receipt given by Reed Memorial Library staff.

The replacement cost of items borrowed through SearchOhio or OhioLink is \$25.00.

Claims Returned

Patrons who claim they have returned an item or claim they never checked out an item can have a Claims Returned record created in the system. Staff will do a thorough library search before creating a Claims Returned record. Multiple instances of Claims Returned should be referred to the Public Services Supervisor.

Overdue Items

Notifications

A courtesy notice will be sent via mail or email when an item is two (2) weeks overdue. Fine-paying patrons are responsible for late fees on overdue materials whether or not they received the printed or emailed notice.

When material is four (4) weeks overdue, a bill for the cost of replacement is issued. Checkout privileges are then blocked. If an item has been billed, and it is then returned, overdue fines are assessed corresponding to the number of days overdue up to \$5.00.

Materials Recovery System

Patrons with outstanding balances in excess of \$50.00 will have their accounts delivered to a collection agency to aid the library in retrieving the items and/or collecting the fines due. Accounts are turned over to the agency when the item is 60 days past due. A first notice is sent at +14 days after the due date and the second notice (bill) is sent at +28 days. At the point of transferring the account, the patron is assessed an additional \$10.00 fee to cover the cost of using the materials recovery service. Once the account is forwarded, all money collected will be deposited by the collecting library.

Long Overdue Items

If checked out or billed items remain on a patron record seven (7) years past the due date, the item will be removed from the system. The charge remains on the patron record and the card remains blocked. If the patron was a juvenile (age 12 and under) at the time of the original checkouts, after seven (7) years the block may be removed at the discretion of the Public Services Supervisor.

Payment Plan

A one-time Payment Plan may be signed at Reed Memorial Library for fines totaling \$25.00 or more. This agreement must be approved by the Public Services Supervisor. To be eligible, a significant amount of the fines must be on materials owned by Reed Memorial Library. While on this plan, the patron must pay at least 10% of fines due before each checkout with a limit of 5 items checked out at one time. This agreement becomes void and the patron may not check out again until the amount due is \$10.00 or less if:

- The patron continues to return items late on a regular basis (resulting in new fines).
- If a period of 3 months goes by and no payment is made.

Temporary Modifications

During extenuating circumstances, the Director may temporarily modify this policy to best meet patron needs and staff safety.

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