

Reed Memorial Library

Circulation Policy

CONFIDENTIALITY OF CIRCULATION RECORDS

Reed Memorial Library respects the confidential nature of library circulation records – patron cards and transactions. The Library’s policy on Confidentiality is covered in section 4.7 of the Material Selection Policy. Specifically the confidentiality of circulation 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. With the exception of teacher cards, patrons may have only one library card in the Consortium’s patron database.

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: 1) full name, 2) current Ohio address, 3) current phone number or message phone number and 4) signature. Without these required items, the card will not be issued.

Persons without a permanent address must provide some 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.

The last four digits of a patron’s phone number will be assigned as a PIN for remote access to the library catalog and subscription services. Patrons can, for privacy, change their PIN from home via the Portage Library Consortium catalog.

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.

Senior Citizens

Adults age 60 and over are given a "senior" classification which exempts them from per-day fines at any Portage County Library. Fines are still charged on SearchOhio and OhioLink items. Mailing charges for notices are charged as well as charges for lost or damaged items.

ADA – Americans with Disabilities Act

A patron who is disabled may be given an "ADA" classification which exempts them from per-day fines at Reed Memorial Library. This patron is still responsible to pay mailing charges for notices as well as charges for lost or damaged items and SearchOhio and OhioLink items.

Teacher

Teacher cards are issued by all three Portage County libraries. Teachers may have only one teacher card in the county. A regular library card is required before a teacher card is issued. All teachers must sign a BLAST (Bringing Libraries and Schools Together) Policy form.

Teacher cards are available to certified teachers of accredited educational facilities from pre-school through high school and homeschool teachers.

Teachers may request subject-specific bundles by completing a "Teacher Request" form.

A teacher card may not be used if the regular library card is not in good standing.

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.

Institution/school cards are eligible for extended loan periods of six (6) weeks without renewals and per-day fines. Institutions/schools are responsible for mailing costs for notices and are charged for lost or damaged items. Institutions/schools are assessed fines for overdue SearchOhio and OhioLink items.

Materials for personal use are not to be checked out on institution/school cards.

Library Staff

Library staff cards have fine-free status at all Portage Library Consortium libraries. However, staff members are responsible for mailing charges for notices, lost or damaged items and for overdue fines on SearchOhio and OhioLink items.

Outreach Service

A delivery service is available for patrons who are physically unable to come to the library. The Outreach Service provides 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. No per-day fines are assessed but there are charges for lost or damaged items. Fines are assessed for SearchOhio and OhioLink items. Outreach loan items may not be renewed.

UPDATING LIBRARY CARDS

Most cards expire every three years. Cards are renewable within seven years of the last time used. Patrons will need to give current contact information in order to renew the card. Current address needs to be an address in the state of Ohio.

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

LOST/DAMAGED LIBRARY CARDS

Patrons who declare their library card as lost will pay a fee of one dollar (\$1.00) for a new card. All records will be transferred to the new card. 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 his/her card until it is reported lost.

LENDING POLICIES

Regular Loans

Materials may be checked out to a patron with a valid library card (from any Portage County library) in good standing. Materials may not be checked out to a patron with a blocked status until the block is cleared.

Circulation staff will ask for the patron's library card for checkout and patrons are strongly encouraged to present their card for each transaction. However, if the patron does not have the card, they may show 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 adults to use their account. Those given consent must present their I.D.

Most items circulate for two weeks. 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.

Some items may not be checked out. Examples are: some toys, local history and reference collections.

Some media from the other libraries in the Consortium may be age-restricted.

A patron may have up to seventy-five (75) items checked out. Patrons checking out at Reed Memorial Library are further limited to check out a mix of five "new " DVDs and /or five TV series DVDs.

In certain instances a patron may be limited to how many items can be checked out on a particular subject.

Institutions may have up to two hundred (200) items checked out on the institution card, but limits will apply on non-print items.

Teacher Loans

The loan period for teacher loans is 6 weeks with no renewals.

Teacher loans are available for most items, but not items with a "NEW" label or picture books with a "HOL" label. Teacher loans are not available for movies or cake pans. Teacher loans are not for items for personal use.

For more detailed information, teachers should consult the library's BLAST (Bringing Libraries and Schools Together) information sheet, which must be signed before a Teacher Loan card is issued.

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.

SearchOhio and OhioLink items may be renewed if permission is granted by the owning library.

Items with holds are not eligible for renewals.

The renewal period is the same duration as the original loan period and will be calculated from the date of the renewal (not the current due date).

Items may be renewed two (2) times.

Items renewed after the due date are subject to late fees.

Holds

Patrons must have an active library card to place holds. A patron may have up to twenty-five (25) holds on his/her card at one time. Holds may be placed online, in person or over the telephone

In most cases holds are filled in the chronological order in which they are placed. However, copies owned by a branch will 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. Reed Memorial Library restricts new fiction, new DVDs, new audiobooks, and selected other new titles in high demand (large print, young adult, nonfiction, etc.) for six months.

As holds become available patrons are notified that they have three (3) days to pick up their materials. Notification is done via e-mail or the telephone notification system (TNS).

SEARCH OHIO and OHIO LINK

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 and one week for non-print. Loan periods may vary and are determined by the owning library.
- Renewals are available if approved by the owning library.
- Late fees are fifty cents (.50) per day per item.
- 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.

FINES AND FEES

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

Fines are ten (10) cents per day on all materials belonging to Reed Memorial Library. Fines are calculated 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 condition to circulate. Maximum 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.

The following are exempt from per-day fines: senior citizens, teacher cards, Outreach patrons, ADA patrons, institutional cards, and staff.

Patrons with this fine free status are responsible for charges on lost and/or damaged materials and mailing costs for notices. Abuse of the fine free privilege could result in the loss of this status.

Mailing charges are automatically added to a patron record when overdue notices or replacement bills are mailed. There are no charges for overdue notices sent to email.

Damaged Material

If an item is returned and not in condition to circulate, the patron will be charged. The charge for the item is based on the price in the item record, which usually is the retail price.

Minor damage will be noted on items determined to be in condition to circulate 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 insist they have returned an item or insist 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 department manager.

OVERDUE ITEMS

Notifications

A notice will be sent when the item is two (2) weeks past the date due. If an email address is included in the record, the notice will be sent via email. If there is no email address the notice will be printed and mailed and the patron will be charged a mailing fee for the cost of the notice. All patrons (including cards which are per-day fine-free) are charged the mailing fee.

Patrons are responsible for late fees and/or mailing charges on overdue materials whether or not they received the emailed or printed overdue notice.

A replacement bill for the cost of the material will be sent to the patron for materials four (4) weeks overdue. Checkout privileges will be blocked after a replacement bill is sent.

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 retrieve the items and/or collect the fines due. Accounts are turned over 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. The agency receives the account at +60 days past the due date.

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 into the Portage Library Consortium.

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 circulation manager.

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 circulation manager. 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:

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

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