

SUBJECT: Library Procedures
Library Card Photo Policy and Authorization Policy

CIRCULATION 200.22

PURPOSE: A photo of patrons 18 years and older will be attached to patron's library account. This will reduce the ability of unauthorized individuals to use a patron's library card.

POLICY: Effective January 23, 2012 patrons 18 years of age and older will be required to have a photo in their library patron record. Anyone refusing to have their photo taken will be unable to check out library materials or use library computers.

EXCEPTIONS: Parent/Guardian may choose to have their photo attached to any minor's account they are responsible for.

Individuals wanting others to check out on their library account must complete an Authorization form. Authorization form must be approved by Library Director. Authorized users must present the ID that is on record and the library card of cardholder (or ID) at checkout. Authorization is valid for one year and must be renewed each year.

SUBJECT: Library Charges
Overdue Notices

CIRCULATION 200.23

PURPOSE: To encourage return of library material that is overdue and is accumulating fines.

POLICY: At checkout, staff will provide an itemized receipt of materials checked out with due date. As a courtesy an email notice will be sent to the card holder notifying them when items are past due if patron has provided an email address. **Fines will not be waived or reduced for patrons who claim not to have received a notice.** Patrons can check the status of their accounts online or by calling any location and providing their library card number.

SUBJECT: Library Procedures
Integrated Library System (ILS) goes offline

CIRCULATION 200.24

PURPOSE: To continue basic library services when Integrated Library System (ILS) goes offline.

POLICY: The following circulation services and functions will be performed manually when the ILS goes offline.

- Check out (only with library card) will be limited to five items.
- Renewal (only when items are present or when item barcode numbers are provided).
- Library cards will be issued with appropriate identification (See Policy 200.03) until the system is restored. New patrons will be permitted to checkout only one item.

Fines will not be collected until the system is operative. Overdue fines will be adjusted accordingly. Manual records will be maintained for 30 days.

SUBJECT: Library Procedures
Waives

CIRCULATION 200.25

PURPOSE: Establish procedure for waives of fines and/or fees and who is authorized to approve a waive of fines and/or fees.

POLICY: Library fines and/or fees may be waived under extenuating circumstances. Staff will complete a waiver request form and submit it to the Library Technology Manager who, with the Library Business Manager, will make a determination and recommendation to the Library Director for final decision. Patron will then be notified of the decision. No other staff member, other than those identified herein, is authorized to waive fines and/or fees.

SUBJECT: Library Procedures
Claim Returns

CIRCULATION 200.26

PURPOSE: To establish a procedure for Claim Returns. Claim returns are items the patron claims to have returned but library has not cleared from record.

POLICY: When a patron claims to have returned an item still shown on their account, staff will follow procedure to check for item at each branch for one month from claim date. Staff will remind patron of agreement to “accept responsibility for all items borrowed on this card,” including overdue fines, and lost or damaged items, and any other applicable fees.

If item is found at any location by library staff, item will be checked in and any fines cleared from patron’s account. If item is found by patron, patron is responsible for any overdue fines. If item is not located, item will go to Lost status and patron is responsible for all charges (See Policy 200.18)