

OPERATIONS

Circulation and Use of Library Materials

I. **STATEMENT** As affirmed by the Board of Trustees adopting the ALA Statement on Intellectual Freedom, all materials are available to all patrons of the library.

II. **PURPOSE** The Library maintains this policy to provide guidelines for circulating library materials to provide maximum and equitable access for all patrons, and that every patron has clear expectations of their rights as an OWWL card holder.

III. **POLICY**

A. Library Cards

1. Registration

- a. Registering for a card must be done in person. Exceptions can be made for people who are unable to come to the Library or for those registering for online library cards using the OWWL Self-Registration Form.
- b. Cards are issued without charge.
- c. In order to maintain accurate patron information, OWWL library cards are valid for two years and must be renewed at the end of this period. When renewing a library card, a patron will be asked to provide their current contact information.
- d. For patrons ages 18 and over
 - i. Valid identification must be presented by all individuals age 18 and older when applying for a card. A valid ID contains the individual's name and current address. Preferred form of identification is a NY State Driver's License or a NY State Non-Driver's ID; other forms of ID will be accepted at the discretion of the library staff.
- e. For patrons under age 18
 - i. Library cards may be issued to anyone age 5 and up.
 - ii. Applications for patrons age 17 and under require a parent/guardian consent to accept responsibility for borrowed materials.
- f. Lost or damaged cards may be replaced at a cost of \$1.00, only when there are no current loans or fines attached to it.
- g. In the event of address changes or lost cards, the library should be notified immediately.

2. Online Library Card Registration

- a. The OWWL online library card registration system enables all full and part time residents of Ontario, Wayne, Wyoming and Livingston Counties, as well as any person who attends school or pays property taxes in these counties, to obtain a library card via a Self Registration Form located on <https://owwl.org>.
- b. Library cards obtained through online registration will give card holders access to all OWWL digital resources and allow individuals to place holds on physical library materials.
- c. The Library requires that online registrants provide further proof of identity in person before they are able to borrow physical library materials.

3. Service to special groups

- a. Loans to special groups are handled on an individual basis

- b. Special groups may include, but are not limited to, schools, daycare centers, and senior citizen centers.
- c. One person from the organization must be responsible for all items borrowed.
- d. Due dates may be extended at the discretion of library staff.
- e. Bulk loans are available.

B. Borrowing Privileges and Responsibilities

1. Loan Periods

- 3 weeks – Books, magazines, audio books, and interlibrary loans (ILL) of these materials
- 1 week – Videos, DVD, Empire/museum passes, video games and ILL's of these materials

2. There is a maximum limit of 100 items a patron may have checked out to their account.

3. Patrons must present their library card when checking out library materials. Photo ID may be accepted in the case of a forgotten card on a limited basis.

4. Returning items

- a. All materials should be returned to the circulation desk when the library is open, in the book drop, or at any OWWL library.
- b. Materials left in the book drop when the Library is closed will be back-dated one business day. Overdue fines, if any, will be posted to the patron's account.

5. Holds

- a. If an item is not available, patrons may request their names to be added to a hold list. Patrons may opt to add their own names to the hold list via the online catalog.
 - i. When the item becomes available, patrons will be notified in their order on the list.
 - ii. Materials being held must be picked up within 1 week after notification of availability.
 - iii. Those no longer needing the item should notify the library to be removed from the list.
- b. Although their holds will be fulfilled, patrons with an account with fines/fees greater than \$5.00 will be unable to borrow the items.
- c. The library reserves the right to cancel holds that are older than six months and have not been fulfilled.

6. Renewals

- a. Most library materials may be renewed unless there is a hold on the item, a patron has reached the allowable number of renewals, or the patron's account is blocked by the fine/fee threshold.
- b. The library's circulation software is configured to renew borrowed items automatically unless the restrictions noted above are present.
- c. Interlibrary loans may be renewed with approval of the owning library.
- d. Renewals are granted for the length of the item's loan period based on the calendar date on which the item is renewed.
- e. When eligible for renewal, print and audiobook materials may be renewed up to two times, and DVD's one time. Empire and museum passes may not be renewed.

7. Interlibrary Loan (ILL)

- a. Most library materials may be renewed unless there is a hold on the item or a patron has

reached the allowable number of renewals, or the patron's account is blocked by the fine/fee threshold.

- b. The requested material may be available within a few days, or several weeks, depending on the source location, number of copies and length of hold list.
- c. ILLs may be renewed with permission of the owning library.
- d. Loan periods for these materials are determined by the loaning libraries.
- e. All ILLs obtained through this library may be returned to any library within the OWWL Library System.

8. Authorized users

- a. Patrons are allowed to grant authorized users access to portions of their account information.
- b. Permissions include the ability to check out items on the account, place and/or pick up holds on the account, and view borrowing history.
- c. The Library also considers access to and payment of a patron's fines and authorized permissions.
- d. Authorized users can be added or removed at any time.

9. Fair Use and Circumvention of Policies

- a. Patrons are expected to use library materials in a manner that is consistent with the spirit of the library's policies, including reasonable limits on the number of items checked out, placed on hold, or reserved.
- b. Circumventing circulation rules by utilizing multiple accounts or family member cards to extend borrowing periods or maximize the quantity of materials beyond reasonable individual use is prohibited.
- c. The library reserves the right to adjust borrowing privileges if it is determined that a patron is abusing these policies to unfairly extend access to materials or manipulate the system in ways that limit access for others.

C. Fines for Overdue, Lost or Damaged Materials

1. Charging overdue fines for print materials and audiobooks does not support the library's mission of providing opportunities to all members of the community, as overdue fines disproportionately affect low-income families, adding a barrier to library use.
2. The Library will not charge overdue fines for print materials, audiobooks and DVDs checked out at the Library. The Library does charge overdue fines for Empire/Museum passes.
 - a. Empire passes will accrue fines at \$1/day up to a maximum of \$5.
3. Lost or Damaged Items
 - a. Patrons are held responsible for all items checked out on their library cards.
 - b. Patrons will be required to pay for lost items and for items that are damaged beyond further use and must be withdrawn from the collection.
 - c. The Patron will be charged the bibliographic record price of the item.
 - d. The Library does not issue refunds for lost or damaged items that have been paid for by patrons. Once paid for, these items are considered property of the patron.
4. Billing Procedures and Account Standing
 - a. Emailed and written notices are sent when an item is several weeks overdue. The patrons

account is billed once the item is eight weeks overdue. The bill includes the replacement cost of the item.

b. Patrons whose accounts have outstanding fines in excess of \$5.00, from any OWWL library, and/or more than 5 items overdue are considered to be not in good standing with the Library and OWWL Library System. These accounts will lose borrowing privileges until the total fines are reduced to less than \$5.00 and fewer than 5 items are overdue.

c. Patrons with materials that are unreturned for a period exceeding 90 days with a total value of \$100 or more will be subject to legal action at the discretion of the Library Director. Patrons will be notified in writing by the Library Director before legal action is taken. Court costs will be added to the amount owed to the library.

d. Emailed and written notices are sent when an item is several weeks overdue. The patrons account is billed once the item is eight weeks overdue. The bill includes the replacement cost of the item. The patron is blocked from borrowing materials from any OWWL library until the charges are paid or the materials are returned to the library and any outstanding fines are reduced to a level below \$5.00.

e. Should a library item be returned damaged (water damage, pet damage, food & drink damage, etc.), the Library Director will assess the damage to see if the item can remain in the collection. If the damaged item cannot be returned to the collection, the library will automatically require payment in full by the patron who borrowed the item.

f. At the discretion of the director, patrons may be forgiven fines and material replacement costs if the materials are lost due to fire, theft or other unintended accidental causes.

g. Fees for lost/damaged materials reflect purchase costs.

h. Items Owned by other OWWL Libraries

i. Library materials checked out at other OWWL libraries are subject to that library's circulation policy and may still accrue overdue fines.

ii. Patrons who lose or damage items originally owned by another OWWL library must contact the owning library to discuss replacement or payment that may be different than the automatically charged fee.

iii. Payments received for lost items or damaged materials are transferred to the owning library. All other fees or fine payments made at Library are retained by the Library

i. Fee and Fine Schedule

- Lost material, including museum passes: replacement price
- Museum passes: \$1.00 per day (maximum of \$5.00)
- Replacement library card: a \$1.00 fee may be charged

D. Other Services

1. The library offers printing from library owned patron computers and library staff will photocopy or fax patron supplied documents when available.
2. The per page prices for printing, copies, and faxes are established by the Library Director.
 - a. Prices for these services are posted in the library.
 - b. Prices for these services may change based on the library's cost of office supplies and equipment.