

## CIRCULATION POLICIES AND PROCEDURES

### **Borrower Registration:**

1. Resident of the State of Ohio.
2. No age limit for library cards.
3. Parent or guardian signature and proof of address required until age 18. *In special circumstances where parent or legal guardian can not sign, management will review application and may issue card with restricted privileges if there is another adult to accept responsibility.*
4. Must show valid Photo ID with current and correct address at time of application. New residents may use valid ID and official mail with new address or printed bank check with address.
5. Borrowers under 18 years of age must have signed parental permission to borrow videos/DVD's. R-rated movies may not be checked out to patrons under 18.
6. Residents of other states may obtain a temporary Marysville Public Library card if they plan to be in the area for a limited time, by showing a photo ID, proof of local address and proof of home address.
7. Lost Cards
  - a. To replace a lost card, patron must show ID and pay \$1.00 replacement fee.
  - b. There is no charge for a stolen card. Borrower must show police report.
  - c. Juveniles must have parent show ID and pay \$1.00 replacement fee.
  - d. There is no limit to the number of times a patron buys a replacement card as long as the above procedures are followed.
8. Guest Cards
  - a. Visitors who do not have a Marysville Public Library card may use a temporary guest card for Internet access.
  - b. Visitors must be over 18 and present photo ID with birth date that will be held at the Circulation desk until the guest card is returned.
9. Borrowers may check out without their card with proof of ID checked against their record.
10. Teacher Cards
  - a. In addition to a personal card, any teacher in public, private, or parochial school; nursery school or day care center; or any home school teacher registered with a school district may be issued a teacher card.
  - b. Teachers must show proof of current active teacher status.
  - c. Teacher cards are for professional or classroom materials only.

### **Due Dates:**

1. 4 weeks - All books except new fiction & circulating reference.
2. 2 weeks—New fiction, magazines, CDs, CD-ROMs, audio-books, graphic novels
3. 1 week – Circulating Reference – Storytime Kits, Big Books, Informational VHS/DVD(Includes TV series).
4. 4 days – VHS, DVDs

### **Fines/Fees:**

1. VHS & DVD's \$1.00/day, all other items \$.10/day
2. Maximum fine is 25% of the replacement cost of the item.
3. No checkouts if fines are over \$5.00.
4. Internet Access is denied when fines are over \$25.00.
5. No fines for seniors (Over age 60).
6. Parents are responsible for fines/fees on their children's cards. If a child's fines/fees are over the maximum parent's card will be blocked.
7. Teachers have a 30 day grace period. After that fines will be charged on all overdue items at the daily rate for each item type.
8. Items claimed returned by borrower will be renewed one time allowing Library staff and borrower to search for item. If items are not found, items will be marked as Claimed Returned Status. After 3 months if the items have not been returned or found on the shelf the items are marked Lost and the Borrower is charged the cost of the item plus a lost processing fee.
9. Items marked Lost are charged a processing fee plus the cost of the item. Processing fees are -Audio Books-\$15.00, Magazines-\$2.00, CD's-\$5.00, all other items-\$7.50, no charge on paperbacks. If the item is returned, the cost of the item fee is removed, the processing fee remains, and overdue fines (*generally this will be the maximum 25% of the item*) will be added to the account.
10. When fines/fees reach a total of \$25.00 the library will send a billing notice to the borrower. If the library does not receive a response to the letter in ten days, the account is sent to a collection agency and a \$10.00 collection fee is added to the borrower's account.
11. Fees may be paid by cash, check, or credit card.

12. Borrowers have a one time opportunity to sign a Fine Payment Contract. The contract may not be re-activated or repeated if the borrower fails to follow terms. The Borrower is allowed Internet access and has a restricted level of only 5 items checked out on the Borrower's account until the contract is paid.

### **Renewals:**

1. All circulating materials renew one time provided they are not on hold for another borrower.
2. Items may be renewed by phone or via the Internet through the Library's online catalog.
3. Items do not need to be present to renew.

### **Requests/Holds:**

1. Borrower has a limit of 40 items on request.
2. Borrowers have the option to be notified when holds are available by phone, Email, or regular mail.
3. All items will be held for 5 days. If items are not picked up they are returned to the shelf or the lending library.
4. Borrowers may pickup holds for another borrower if they are listed as an additional borrower on the borrower's record.

### **Overdue Notices:**

1. Borrowers have the option to receive notices by Email or regular mail
2. The 1<sup>st</sup> overdue notice is sent when an item is 7 days overdue.
3. A Final overdue notice is sent 21 days after the first notice.
4. At 90 days overdue an item is marked as lost and a billing notice for the cost of the item plus a lost processing fee is sent.
5. Billing notices are also sent when Borrower fines/fees are more than \$25.00.
6. If the Library does not have a response from the borrower within 10 days after the billing notice, the account is sent to a collection agency and a \$10.00 fee is added to the borrower's account.

### **Borrowing Limits:**

1. VHS & DVD's – Borrower may checkout 10 items of any combination of VHS/DVD's.
2. All other items: Limit of 60 total items.
3. Teacher collections are limited in the number of items allowed. A total of 30 items may be checked out on a teacher's account, only 5 of the total can be DVD's or VHS.
4. Borrowers with 4 Claimed Returned items on their account are not allowed to checkout new items until the Claimed Returned status is resolved.
5. Borrowers assigned a restricted status by Management are only allowed 5 items checked out at any one time.

### **Other External policies:**

1. Personal Laptop computers may be used in the Library
  - a. Wireless internet access is available at no charge
  - b. Users must abide by the Marysville Public Library Acceptable Use Policy.
  - c. No Access to Library Printers
2. Copies printed from the MPL computers will be \$.10/ sheet for B/W and \$.25/sheet for Color.
3. No refunds are given for patron errors.
4. Fax Charges:
  - a. No charge for sending to a local fax.- or toll-free number.
  - b. \$1.00 per page to send long-distance faxes
  - c. \$.10 per page to receive faxes
5. Laminating charges are by size of item. Check the price list at the Circulation Desk.

Amended by MPL Board of Trustees July 19, 2007