

Claverack Free Library

CIRCULATION POLICY

Approved: November 1991

Amended: February 1999

Amended: February 2013

Purpose:

The circulation policies of the Claverack Free Library exist to facilitate community access to the materials and information in the library's collections, while protecting these same collections. The Claverack Free Library physical collection is comprised of books, periodicals, and DVDs. The Claverack Free Library facilitates the circulation of materials (books, periodicals, DVDs and CD-ROMs) owned by member libraries in the Mid-Hudson Library System.

Policies

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Claverack Free Library circulation policies are intended to be in accord with the American Library Association's Library Bill of Rights.

1. Library Card Policy

Policy Statement:

The Claverack Free Library issues library cards to facilitate loan of materials and to enable the library to keep a record of which materials are on loan to patrons.

Regulations:

Obtaining a Library Card

1. Any resident of the State of New York may receive a library card upon completion of an application and provision of proof of identification (ID) and current address. Renters whose primary residence is not in New York are also eligible for a library card.
2. On the library card application, the applicant must provide his or her:
 - a) full, legal name

- b) address
 - c) date of birth
 - d) phone number and/or email address
3. Acceptable ID and proof of current address shall be one or more of the following:
- a) valid New York driver's license or other government issued photo ID with current address
 - b) utility bill
 - c) printed checks
 - d) property tax statement
 - e) typed lease that shows the address
 - f) Department of Motor Vehicles-issued change of address card
 - g) student ID

Renewal of Library Cards

1. All library cards are valid for three years. At the end of that period, patrons will be asked to verify their address and phone number.

Use of Library Card

1. Patrons can maintain full library privileges by:
 - a) returning materials on or before the due date
 - b) adhering to the borrowing limits for all types of material
 - c) paying for lost or damaged materials before the item is 35 days overdue
 - d) keeping the amount of money owed below \$10.00
 - e) promptly informing the library of any change of address or phone number
2. Patrons are encouraged to provide a library card to check out material.
3. Whenever a patron calls into the library to conduct a transaction on his/her account, he or she must provide a library card number and/or his or her name.
4. A patron retains full library borrowing privileges as long as his/her library record is not blocked. A library record becomes blocked when the total amount of unpaid fines and fees exceeds \$9.99.
5. Once a patron's library card is blocked, all library privileges for that patron are suspended including borrowing material. Patrons may still use the library computers

when their card is blocked.

6. Using another patron's library card to check out materials is not permitted.

Lost, Stolen, or Previously Issued Library Cards

1. Patrons must report lost or stolen cards in order to avoid being held responsible for materials checked out on their cards.
2. If a patron reports a card lost or stolen, the patron must provide identification in order to get a new library card.

Patron Responsibilities

1. The individual named on the account is responsible for all fines and fees assessed to that account.
2. A library patron is responsible for all materials checked out on his or her card or on the cards of their dependents, regardless of who checked the items out.
3. A parent may view a list of items checked out by their dependents only if the parent account is linked to the dependent account.
4. When a patron moves, it is the responsibility of the patron to inform the Claverack Free Library of the new address.

2. Material Loan Limits and Loan Periods

Policy Statement:

The Claverack Free Library sets loan periods and loan limits in order to provide patrons with fair and reasonable access to the library's resources. The Claverack Free Library sets limits on the length of time that an individual can keep a specific type of material in order to more fairly distribute library resources. The limit also reflects the fact that it takes more time to utilize some types of materials than others.

Definitions:

A loan period is the total number of hours, days or weeks that one patron can keep a specific item.

A loan limit is the total number of items of a specific type or total value that any one patron can have on loan at one time.

As part of the Mid-Hudson Library System (MHLS), the Claverack Free Library provides access to material available at MHLS libraries. The system connects the Claverack Free Library to the five-county library loan system and coordinates exchange of library materials with other libraries within the MHLS system. An Interlibrary Loan (ILL) item is an item that is not available in the MHLS system. The Claverack Free Library will attempt to provide ILL material after a patron has discussed this request with the library staff. ILL material under \$25, however, cannot be ordered.

Regulations:

1. Books and magazines are lent for a period of 21 days.

The Claverack Free Library also sets the following loan period limits on non-book items:

- a) Videos and DVDs: 21 days
- b) Music CDs: 21 days
- c) Audiobooks: 21 days

2. The material loan limits exist to enable fair access to the Library's resources. Patrons are limited to borrowing in house items per the following limits:

- 10 videos
- 10 DVDs
- 10 audiobooks, regardless of format
- 10 music CDs
- 10 adult fiction and non-fiction books
- 10 reference books
- 10 cataloged paperbacks
- 10 young adults (YA) and juvenile hardback fiction and non-fiction
- 10 YA and juvenile cataloged paperbacks
- 10 picture books or easy readers, regardless of format
- 10 magazines

3. Loan periods on 21-day books may be extended if there are no holds on the book.

4. All borrowed materials may be returned to any library in the Mid-Hudson Library System.
5. All borrowed materials may be returned in the book return bin. The exception is media (DVDs, audio CDs, etc) borrowed from another library.

3. Renewal Policy

Policy Statement:

The Claverack Free Library allows patrons to renew library materials as a courtesy to patrons who have not completed their use of an item. Limits on renewals exist so that all patrons can have an equal opportunity to use the library's materials.

Definitions:

A renewal is an extension of the original loan period.

A designated substitute is usually the librarian, or other person, behind the checkout desk in the absence of the library director.

Regulations:

1. Renewals are granted dependent upon:
 - a) the presence of a request for the material by another patron
2. Library materials can be renewed in person or by phone or through the library's on-line catalog on the Claverack Free Library website.
3. Overdue materials can be renewed; however any fines incurred prior to the renewal will be added to the patron's account.
4. To maintain the integrity of the reserve system, items on which other patrons have placed holds may not be renewed.
5. Staff may renew materials up to ten times to allow patrons more time to look for a lost item, providing the patron's account is not delinquent. However, under no circumstances will staff renew materials beyond the permitted four so a patron can avoid paying for a lost item.

6. When the renewal limit has been reached, it is the patron's responsibility to return the item or risk incurring a lost book charge.
7. Staff will provide patrons with the new due date whenever an item is renewed. If an item is renewed over the phone, it is the patron's responsibility to record the new due date.
8. If the patron's account is delinquent, materials cannot be renewed. Exceptions can be granted at the discretion of the library director or designated substitute.
9. Renewal requests for Interlibrary Loan (ILL) materials can only be granted through the library. Policy governing library materials is applicable to Interlibrary Loan materials.

4. Fines and Fees

Policy Statement:

The Claverack Free Library does not charge fines as an incentive for patrons to return materials in a timely manner so that other patrons can have access to the items. The Claverack Free Library may charge fees to offset the cost of recovering and replacing lost and damaged library materials.

The Claverack Free Library, however, does honor processing late fees for materials from other libraries that have charged late fees.

Definitions:

A fine is a variable charge imposed for the late return of library materials.

A fee is a fixed charge imposed to cover the cost of replacing lost materials.

Regulations:

Overdue Fines

1. Not applicable.

Fines and Fees for Lost and Damaged Materials

1. Patrons will be notified of a late notice for any item that is 2 weeks overdue.

2. Once items have been kept 28 days after the due date, the item will be assumed to be lost and will be marked lost.
3. Items marked lost will be replaced by library personnel. The replacement cost of lost books, magazines, audio books, videos, DVDs, and music CDs will be based on the current retail price of the lost material. Patrons are responsible for the replacement cost of the lost material.
4. Patrons are offered a receipt for payment received when paying for a lost item.
5. The full cost of the item shall be assessed for any items returned damaged if the extent of the damage renders the item unusable.
6. The patron may keep any damaged items for which they have paid.

5. Claims Returned Policy

Policy Statement:

The Claverack Free Library extends the privilege to patrons of claiming that they have returned materials that the circulation system indicates are still checked out to them. This policy acknowledges that staff occasionally errs in discharging books from a patron's record.

Definitions:

Claims Returned means that a patron has indicated that they have returned an item that the computerized circulation system indicates is still on their account.

Regulations:

1. If a patron indicates, by phone or in person, that they have returned items the computerized circulation system indicates are still checked out to them, the staff will immediately search the shelves for the items. This may include contacting other libraries.
2. If the staff person finds the items in question, the items will be discharged from the patron's record in such a way that no fines will be incurred.
3. If the staff person does not find the item in question, then the option will be given to the patron of having the item marked as Claims Returned, having more time to look themselves or pay for the item to be replaced.

4. Patrons will be notified either in person or by phone of the status of their accounts after the search is completed.
5. Patrons may search the shelves for the items in question. If they are found, the items will be discharged from the patron's record in such a way that no fines will be incurred.
6. The library maintains, as a part of the patron's record, the number of items a patron has claimed to return over their lifetime as a patron.
7. If a patron finds an item previously claimed to be returned they are expected to return the item to the library and will not incur a penalty for doing so.

6. Overdue Notices

Policy Statement:

The Claverack Free Library sends overdue notices to patrons as a courtesy to remind them of materials kept past the due date.

Definitions:

An overdue item is an item that has not been returned to the library by the due date.

An overdue notice is a notice listing library materials that have been retained past the due date. The notice can be sent via a phone, email or regular mail.

Regulations:

1. The first overdue notice will be mailed to patrons when materials checked out on the patron's card have been kept 14 days past the due date.

7. Library Material Hold Policy

Policy Statement:

The Claverack Free Library accepts holds for library materials in order to provide access to materials located at the various Mid-Hudson Library libraries.

Definitions:

A hold is a request, placed by a patron, for an item from the collection to be held in their name for future pickup from a designated location.

A patron in good standing is defined as an individual whose record shows no lost materials, fines in excess of \$9.99, or more than ten claims returned items.

Regulations:

1. All library patrons in good standing may place holds on library materials.
2. Patrons with blocked records may not place holds on materials.
3. There is no charge for placing a hold on library materials.
4. Only items listed in the online catalog may have holds placed on them.
5. Holds must be picked up in person and can only be checked out on the card upon which the reserve was placed.
6. Patrons are limited to a total of 50 holds at one time.
7. Patrons may place holds in person, by telephone, and via the Claverack Free Library online catalog on the library's website. Patrons are blocked from placing holds through the online catalog if their records are blocked.
8. Patrons may designate the location at which they would like to pick up the hold.
9. Patrons will be notified by phone, mail, or email that the held item is available for pickup.
10. Patrons may place a hold on on-order items as soon as they are listed in the online catalog.
11. Holds will be held for the patron for eight days after the notification date.
12. A patron can designate another individual to pick up their hold by notifying the library.
13. Holds will remain active for two years.

8. Library Director Discretion

This policy statement outlines the general circulation policy of the Claverack Free Library. It is understood that circumstances may arise that will necessitate changes in the

procedures on a case-by-case basis at the discretion of the Library Director or designated substitute.