

SUBJECT: Library Procedures
Library Card Photo Policy and Authorization Policy

CIRCULATION 205.00

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.

Individuals wanting others to check out on their library account must complete an *Authorization for Checking Out Material* (Appendix L). Authorization form must be approved by a branch manager. Authorized users must present the ID that is on record and the library card of cardholder at checkout. Authorization is valid for one year and must be renewed each year. Parents or legal guardians wanting their minor children to use their library card must also fill out an Authorization form.

SUBJECT: Library Procedures
Overdue Notices

CIRCULATION 205.01

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 or text will be sent to the card holder notifying them when items are past due if patron has provided an email address or phone number. **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. Patrons must keep contact information up to date on their account.

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

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.
- 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 205.03

PURPOSE: Establish procedure for waivers 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 their branch manager or designee, who will make a determination. If needed, the branch manager will send the request to the Waive committee, as established by 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.in

SUBJECT: Library Procedures
Claim Returns

CIRCULATION 205.04

PURPOSE: To establish a procedure for Claim Returns. Claim returns are items the patron claims to have returned but library staff have 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 their card, including overdue fines, 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 related 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 204.02).