

## 6. Circulation Policy

### POLICY STATEMENT

A Marysville Public Library card is required to make full use of library services, including borrowing materials and accessing subscription online services. Library cards are issued to help the library maintain accountability of library resources and make them available to the public.

### DEFINITIONS

An account is a record of each customer including their personal information, items checked out, on hold, associated fees, requests, and other information that allows full use of library services and maintains customer accountability.

A block is a note or message associated with customer accounts. Blocks may include special messages added by staff or automatically generated blocks that indicate reserved items are available for a customer, fees are due, items are overdue, or other circumstances that may affect the use of service.

A collections fee is a \$10 fee accrued if items become 60 days overdue and are over \$10 to replace. If the items are returned in good condition, the materials charge will be removed. The collections fee is non-refundable.

### Library Cards

1. Applying for a Library Card for Adults
  - a. The library requires a photo ID in order to issue a card. If the photo ID does not have current address, a piece of mail, not including junk mail or an item that is handwritten, will be required.
  - b. Patrons must provide their full legal name, current address, and date of birth. College students and hotel residents will be asked to provide a permanent address.
  - c. Upon signing the back of the card, the patron agrees to accept responsibility for all items checked out on their card. Patron is responsible for informing the library of any change in address or theft of card.
2. Applying for a Library Card for Ages Under 18
  - a. Children under 18 years of age must have a custodial adult, who will have to provide the above proof of identification unless they currently have a card, sign the application.
  - b. This person will agree to be financially responsible for all materials checked out on that card.
  - c. Children who are at least 14 years old will be allowed to check out two items one time only without a parent or guardian's signature on the card. The receipt for items will be sent to the parent/guardian with a letter explaining the situation.

The parent will then be asked to come in, provide the required identification, and sign the library card before circulation can continue.

- d. Patrons who are sixteen years old or younger are allowed to check out R or TV-MA rated DVDs if they have authorization from by their parent or legal guardian when they first get their card.
3. Applying for a Digital Library Card
    - a. Patrons may request a digital library card on the library’s website. This card will provide access to the Marysville Public Library’s online resources only. If a patron would like to check out physical items, the digital card can be transferred and would require verification as per regular cards.

### **Material Check Out**

A loan period is the length of time one patron may keep a specific item.

A loan limit is the total number of items of a specific kind that any one patron may have on loan at one time.

<b>Items</b>	<b>Loan Periods</b>	<b>Renewal</b>	<b>Loan Limits</b>	<b>Overdue Fines</b>
Books	2 Weeks	2 Times	No Limit	No Fines
Audiobooks	2 Weeks	2 Times	No Limit	No Fines
DVDs	1 Week	2 Times	4/Card; Only 2 New	No Fines
Magazines	1 Week	2 Times	No Limit	No Fines
Interlibrary Loans	Variable	Variable	Twenty Requests	Variable
Games	1 Week	None	One Per Card	No Fines

### **Access to Records**

A patron may check out materials and access his or her own record only by providing a valid Marysville Public Library Card, patron number, or valid proof of identity. Parents or guardians of children under 18 years of age may, upon presentation of proper identification, obtain the current status of their child’s circulation record or withdraw their authorization for the child’s library card.

A patron may check out materials on another’s library card if they have that library card with them or there is a note of authorization on the patron’s record. They will not be given information on that account beyond what is printed on the checkout receipt.

### **Confidentiality of Records**

All outside inquiries regarding access to patron registration and circulation records will be referred to the Director. No records will be made public without the Director’s approval. The Director’s decision may be appealed to the board at the next regularly scheduled board

meeting. Patron registration and circulation records are exempt from Open Records Law (KSA 45-221) and information will only be released upon receipt of a valid court order or subpoena authorized under federal, state, or local law. Library staff will not disclose library patron's use of the library with respect to information sought or received, except pursuant to a valid court order or subpoena authorized under federal, state, or local law.

## **Reserves**

A reserve may be placed on items that are currently checked out. The patron will be called or emailed when the materials are received by the library. The patron will have five business days to pick up the materials. Materials not picked up in the five days will go to the next patron on the reserve list or be reshelved. Reserves may not be placed on any materials not yet in the computer system.

## **Renewal**

Items may be renewed for the loaning limit up to two times if the items are not on reserve for other patrons. Materials on reserve will be requested to be returned as soon as possible.

## **Charges**

The Marysville Public Library does not collect fines for overdue books.

We ask patrons to renew materials kept beyond the checkout period so that the library does not incur the expense of sending overdue notices. Notices are sent electronically if we have patron's email address; otherwise a printed letter is mailed. All third notices are sent via print mail.

After 60 days, a bill for material replacement will be generated -- current book cost if available, original cost if not -- plus \$1.00 charge for the book cover, labels, and shipping. The total is then posted to the patron's account.

Damaged or destroyed books will be billed to the patron, who is entitled to the book if amount is paid in full within 60 days.

Patrons with account fees totaling \$10 or more will be unable to check out any items until efforts have been made to begin paying the bill.

If a patron returns a lost and paid for item, they may be reimbursed at the library director's discretion.

All assessments of damage will be made at the discretion of the Library Director and staff.

## **Pest Policy**

The Marysville Public Library serves to maintain a healthy and clean environment for all library users and to act as trustworthy financial stewards of tax funds in library collections, equipment, and property.

“Pest” refers to a destructive insect or other animal. Termites, cockroaches, and other insect-related pests are common in public spaces, including libraries, and their presence can result in great damage to wood and paper materials.

All materials are inspected upon return for damages, such as physical damage (beyond typical wear and tear) or pest presence.

Returned materials that are damaged will be assessed by library staff to determine whether the damage is beyond typical wear and tear resulting from circulation. If the damages to the material appear to be caused by the borrowing patron, replacement fees will be charged to the patron’s account.

When pests are identified in a patron’s returned material, a specimen will be collected for review by a professional if identification is needed and the item(s) will be quarantined. The borrowing patron’s account will be charged a replacement fee for the damaged item(s) and the account will be suspended until all materials are returned and evaluated. Patrons will be contacted via their preferred communication (per their account settings) to schedule a return of all remaining borrowed items. Upon the scheduled return of the additional borrowed materials, staff will inspect each item for additional pests. If more are found in the returned materials, the patron’s account will be charged replacement fees for each item where pests are present. Items damaged by pests will be disposed of according to environmental protocols. The patron’s account will be suspended; privileges will be reinstated with proof of treatment and/or at the discretion of the Library Director.

In accordance with the Circulation Policy stated above, “Patrons with account fees totaling \$10 or more will be unable to check out any items.”

### **Check Policy**

All checks written to the Marysville Public Library must have the account holder’s name and address printed on the check. No checks with a check number under 500 shall be accepted. Library staff shall authorize the acceptance of a check by initialing the upper right hand corner and deposit stamping the back. Exception to this rule may be allowed by library director or person in charge.

### **Credit Card Usage**

The Marysville Public Library (“Library”) accepts credit and debit cards as a convenient form of payment for library patrons. A service fee, determined by KanPay Counter, will be applied to the total. The types of credit/debit cards accepted are MasterCard, Visa, Discover and American Express. Payment will be accepted only from the person listed on the card as the cardholder.

Patron will be required to sign a paper receipt for the Library to file. The signature on the receipt must match the signature on the card or on the patron’s driver’s license.

Paper receipts will be available for patron upon request.

KanPay Counter is an e-government service provider designed for municipal governments. The credit card readers are designed to meet PCI/DSS and NACHA requirements to secure cardholder data via encryption at the point of swipe.

The Library reserves the right to refuse service at any time if a fraudulent transaction is suspected. No transactions will be accepted via phone, fax or email. No cash advance or cash back transactions will be permitted.

### **Interlibrary Loan**

The Marysville Public Library participates in interlibrary loan (ILL). The library will accept requests electronically, by phone, and on paper. Patrons will be limited to twenty active requests in the system at one time. Staff members will not keep requests for patrons to be ordered as items are returned. Items that are within four months of publication or release will not be requested. Renewal of ILL items can only be granted through the Interlibrary Loan Librarian Assistant.

No requests will be made for a patron with a balance of \$10.00 or more. Requests will be made for patrons with a balance on their account of less than \$10 but full payment must be received before the ILL item will be checked out to the patron.

Failure to return items by due date may result in a loss of interlibrary loan or public library privileges. Library patrons who fail to return material borrowed from them via ILL will be charged for the value of the item as determined by the lending library, and may not borrow items through ILL until their account is clear.

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