

(Note: See Board policy also)

Circulation Policies

CIRC 1 General

CIRC 1.1 Confidentiality of Library Records

All circulation and registration records contained in the LLC Shared ILS shall be handled strictly in accordance with Lakeland Library Cooperative's Confidentiality of Library Records policy.

CIRC 1.2 Definitions

CIRC 1.2.1. Circulating Library.

The library at which an item in question is checked out by a patron.

CIRC 1.2.2. Owning Library.

The library which owns an item in question.

CIRC 1.2.3. Collecting Library.

The library which collects money (fines, fees, lost book charges, etc.) from a patron.

CIRC 1.2.4. Registering Library.

The library at which a patron completes and signs a registration form and is issued a library card.

CIRC 1.2.5. Home Library.

The library in whose service area a patron resides.

CIRC 1.2.6. Submitting Library.

The library responsible for submitting a patron to a collection agency (i.e.: the library paying the collection agency fee).

CIRC 1.3 Reciprocal Borrowing and Returns

The Lakeland Library Cooperative encourages reciprocal borrowing among its member libraries and encourages its members to consider any resident of all other member libraries' service areas as a resident of its own service area and as eligible to use the facilities and resources of the library, within the limits established by the Lakeland Library Cooperative's Non-Resident Policy and the Underfunded Contract Service Area Policy.

Electronic resources (for example Overdrive, Freegal and other databases) may not permit reciprocal use due to local contract terms.

Items reciprocally borrowed must be returned by the borrower to the owning library, except where provisions are made by local libraries for their delivery.

Reciprocal borrowing limits may be implemented on a voluntary basis by libraries.

CIRC 2 Patron Registration

CIRC 2.1 Patron Registration

CIRC 2.1.1. Standard Registration Policy.

The Lakeland Library Cooperative has established a set of minimum requirements necessary for a patron to be issued a library card. Lakeland Library Cooperative members will also follow the most current standards for registering patrons. Each Lakeland Library Cooperative member in the LLC Shared ILS will require a completed and signed registration form. Records from standalone libraries will be imported into the LLC shared ILS with blocks requiring verification of minimum before they may be used in the LLC Shared ILS.

CIRC 2.1.2. Change of Home Library/Pickup Location.

Member libraries in the LLC shared ILS may mutually agree to allow their patrons to change their pickup location by changing both the home library code and the corresponding ptype on the patron record. Holds on new books and audiovisual, except audiobooks, will then be restricted to the newly designated home library. Interlibrary loan of materials, including MeLCat, will follow the new home library designation.

CIRC 2.2 Minimum requirements for Registering All Adult Patrons

CIRC 2.2.1. Address and Identification Requirements.

To register, a patron shall present a current, valid Michigan Driver's License, Michigan Identification Card, or Resident Alien Card documenting identity and current street address for LLC Shared ILS libraries. For the purpose of registration, post office boxes will not be accepted as current, local street address.

CIRC 2.2.2. Exception 1.

If the patron cannot meet the requirement in CIRC 2.2.1, a credible photographic identification must be used to establish the person's correct, current name. Credible photographic identification means identification issued by an institution that will have made a determined effort to be sure that the person pictured and named on the identification is the person they claim to be. Examples of acceptable photographic identification are Military IDs, employment IDs, school IDs, and out-of-state driver's licenses and passports. IN ADDITION to a credible photographic identification, the person registering must provide one of the following to corroborate the name and establish the current street address:

- 1) Voter registration card;
- 2) Recent utility bill;

- 3) Hospitalization, insurance card or automobile registration;
- 4) Printed check;
- 5) Recent local property tax bill

(NOTE: Under Exception 1, a person must provide TWO specific documents. One is a photographic identification of the kind specified and the other is one of the specified documents used to establish the current street address of THAT person).

CIRC 2.2.3. Exception 2.

By local option, the library may use one of the photographic identifications listed in Exception 1 to verify identity, AND mail the library card, return service requested, to the patron to verify the actual local street address. The library shall limit circulation to its own materials under this provision until the patron presents the valid card at the registering library. Under this exception, the registering library must place a message on the patron's account – including the date that the card was mailed – and upon presentation of the card at the registering library, that library shall remove the message. A block shall be placed on the patron account if the mailed card is returned to the registering library.

CIRC 2.3 Registration of Juveniles

CIRC 2.3.1. Juveniles with a parent or guardian present.

Patrons under the age of 18 may be issued library cards provided a parent or legal guardian co-signer is present at the library and willing to accept financial and supervisory responsibility for the card's use. The co-signer must meet the registration requirements in CIRC 2.2.1 or CIRC 2.2.2 regarding identity and current street address verification. If the co-signer does not reside at the same street address as the patron being registered, the co-signer's street address shall be entered in the alternative address field of the patron record.

CIRC 2.3.2. Exception.

By local option, a library may issue a library card to a juvenile provided a parent or legal guardian's signature and identification number is obtained. A library registering a juvenile in this way MUST include this note, "Co-signer's ID not confirmed," with the date, library code and the initials or name of the staff member entering the registration.

CIRC 2.4 Alternative Registration

If a member library in the LLC Shared ILS does not comply with Lakeland Library Cooperative Registration or Circulation Policies and Procedures, that member library will be financially responsible to the owning library for any lost or damaged materials. Member libraries must note on the patron record when a card is issued not in accordance with the Patron Registration Policy with the note "Alternative Registration" along with the date, library code and the initials or name of the staff member entering the registration.

CIRC 2.5 MiLibraryCard Borrowers

CIRC 2.5.1 Each Lakeland Library Cooperative library in the LLC Shared ILS participating in the MiLibraryCard program may make available to patrons of other MiLibraryCard participants, a card restricted to use only at that library with the Lakeland Library Cooperative universal MiLibraryCard barcode prefix “2 9999”. Member libraries who participate in the MeLCat Visiting Patron program are able to use the borrower’s home library card rather than creating records according to this section of the Circulation Policy.

CIRC 2.5.2 MiLibraryCards shall be restricted from placing holds within the LLC Shared ILS.

CIRC 2.5.3 MiLibraryCard patrons may obtain cards at as many participating libraries as they wish. However, they shall have only a single patron record in the LLC Shared ILS. Libraries at which the MiLibraryCard patron has borrowing privileges will be noted on the back of the patron’s card.

CIRC 2.5.4 Responsibility for materials borrowed at a LLC Shared ILS library using a Lakeland Library Cooperative MiLibraryCard rests with the library at which the materials are checked out. MiLibraryCard borrowers are encouraged to return materials to the library from which they were borrowed. In the event that they are not, MiLibraryCard participants agree to return materials to the owning libraries.

CIRC 2.5.5 Each MiLibraryCard at a LLC Shared ILS library will expire no more than one (1) year from the date of issue.

CIRC 2.5.6 If a Lakeland Library Cooperative member library in the LLC Shared ILS does not comply with Lakeland Library Cooperative MiLibraryCard Patron Policies and Procedures, that member library will be financially responsible to the owning library for any collection agency fees and lost or damaged materials.

CIRC 2.6 Cooperation and Collection Agency

Each member library in the LLC Shared ILS shall fully cooperate with other member libraries in recovering lost materials and in establishing and enforcing the responsibility of patrons for lost or damaged materials. No member library shall circulate materials to a patron who owes more than \$10.00 or has been sent to the collection agency. Payment contracts and suspension of collection agency activities can be arranged only by the patron’s home library.

CIRC 2.7 Registration of Patrons of Other Libraries

No member library in the LLC Shared ILS shall register a patron (issue a card) for another member library, without prior written agreement between the two libraries. All registration forms for library privileges shall be sent to the home library of the registering patron. When a patron moves from an area served by one Lakeland Library Cooperative member library to an area served by another Lakeland Library Cooperative member library, the patron shall be required to

complete another registration at the new library which shall confirm all identification and address information.

CIRC 2.8 Temporary Patron Registration

Each participating library in the LLC Shared ILS may make available a universal temporary library card for libraries to issue to other member libraries' patrons or non-Lakeland Library Cooperative visitors. The issuing library will apply the minimum standards for patron registration as outlined in policies CIRC 2.2.1, 2.3.1 and 2.4. (None of the patron registration exceptions are allowable for temporary registration.)

Requirements and Services:

- 1) Temporary library cards will automatically expire sixty (60) days from the date of issuance.
- 2) A temporary card can only be issued once system-wide and only at one library with the expectation that the user will return to their home library to apply for a permanent card. Users cannot apply for temporary cards at multiple libraries.
- 3) A temporary card cannot be extended under any circumstance.
- 4) Temporary cards will remain in the Lakeland Library Cooperative system patron files for three (3) years unless fines or fees exist.
- 5) The issuing library staff will check the patron database so a duplicate patron temporary card is never issued.
- 6) The issuing library takes full responsibility for temporary card users and will retain the registration form.
- 7) Temporary card holders may not place holds on material and utilize the interlibrary loan feature.
- 8) By local option, libraries may restrict circulation to temporary card holders.

CIRC 2.9 Patron Account Expiration Date

All regular patrons in the LLC Shared ILS shall have an expiration date in their record. The date should be no more than three (3) years from the registration date. The renewal of an expiration date at the patron's home library can be for up to three (3) years.

No member library shall check out materials on an expired patron record belonging to another library.

In order for a patron's renewal date to be changed at a library other than the home library, a patron or a cosigner in the case of a minor, shall present a current, valid Michigan Driver's License, Michigan Identification Card, or Resident alien Card documenting identity and current street address and the renewal date shall be for no more than one (1) year.

Member libraries will make every effort to renew expired cards prior to check out following presentation of appropriate identification. If the card cannot be renewed, the library may allow a one-time checkout and place an alert on the account. The discrepancies in residency and/or

address will be noted on the patron record. The checkout library will be responsible for collection agency and for any lost or damaged material fees if the cardholder defaults.

Patrons whose records remain expired after three (3) or more years will be automatically deleted from the ILS system if they do not owe money or have items out. Patron records with charges dating back seven (7) years will have those charges automatically purged after which those records that have no money owed and are expired longer than three (3) years will also be deleted. Lakeland Library Cooperative staff will notify member libraries of what expired records have been deleted.

CIRC 2.10 Universal Email Notification Waiver

The Lakeland Library Cooperative Universal Waiver of Privacy Rights for the purpose of receiving e-mail notification is the standard form to use.

CIRC 2.11 Property Tax Patrons

2.11.1 Each participating library in the LLC Shared ILS may issue a library card to individuals owning business or residential property in its service area, per its own local policy.

2.11.2 Each individual in the LLC Shared ILS registered for a property tax patron card may be allowed to place holds for pickup only at the issuing library.

2.11.3 An individual owning business or residential property may obtain a property tax patron card at as many participating libraries as he/she qualifies according to local policy. These cards will exist as separate patron records in the shared online system and a note will be placed in the record to identify them as such.

2.11.4 Each property tax patron card will expire not more than one year from the date of issue.

CIRC 3 Circulation of Materials

CIRC 3.1 Lost/Damaged Library Cards

Money collected for the replacement of lost or damaged library cards will remain at the library where it is paid, regardless of the patron's residence.

CIRC 3.2 Responsibility for Materials Borrowed by Other Libraries' Patrons

The home library shall cooperate with the circulating library in attempting the retrieval of non-returned materials or the collection of sufficient funds to replace or repair lost or damaged materials.

CIRC 3.3 Items Lost or Damaged Materials and Manual Charges Paid For

When a lost or damaged item or manual charge is paid for at a library in the LLC Shared ILS other than the owning library or charging location, the owning library or charging location must

bill the collecting library within one (1) year of the patron's payment date. If the owning library or charging location does not bill the collecting library within one (1) year, the collecting library can retain the money. The owning library will invoice the collecting library using an integrated library system report.

CIRC 3.4 Damaged Items

If items are damaged or are missing pieces, the owning library in the LLC Shared ILS shall determine whether or not to charge the patron.

CIRC 3.5 Overdue Fines

Overdue fines shall be retained by the collecting library in the LLC Shared ILS.

Libraries may waive overdue fines on their own home library patrons' accounts, including for items interloaned from other LLC libraries who do charge fines.**

CIRC 3.6 Use Fees Structures

The circulating library's in the LLC Shared ILS fee structure governs materials circulated from that library, and any fees so collected shall be retained by the circulating library.

CIRC 3.7 Loan Rules

Libraries in the LLC Shared ILS are to honor the loan rules assigned to an item by the owning library. Libraries may bill offending libraries for the cost of materials when repeated violations of the owning library's loan rules occur.

CIRC 3.8 Collection Agency Fees

A patron must have at least one item at billing (63 days overdue) and owe over \$80 to qualify for collections.* When a collection agency fee is paid at a library in the LLC Shared ILS other than the submitting library, that collecting library may complete a Universal Payment form and send it to the submitting library. The submitting library will invoice the collecting library using an integrated library system report. If the submitting library or charging location does not bill the collecting library within one (1) year, the collecting library can retain the money.

CIRC 3.9 Claims Returned

Items may be set to Claims Returned status only by the Owning Library in the LLC Shared ILS.

CIRC 3.10 Refunds

Patrons who find and return lost and paid materials must contact the Owning Library concerning a refund. Refunds will be determined by the refund policy of the Owning Library. Any refunds will be issued by the Owning Library.

CIRC 3.11 Audio-Visual Materials

Interlibrary loan by LLC Shared ILS libraries of audio-books is permitted with the exception of new items (Circ 3.12). All other interlibrary loan of audio-visual materials is not permitted and may only be requested from a patron's home library collection. Reciprocal borrowing of other

member libraries' audio-visual materials is permitted as per the Reciprocal Borrowing and Returns Policy.

CIRC 3.12 New Materials

New materials can be requested only from a patron's home library collection. Reciprocal borrowing of other member libraries' new materials is permitted as per the Reciprocal Borrowing and Returns Policy.

Member libraries are encouraged to consider materials new for six (6) months from the date the items were available to the public.

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