Royal Oak Public Library Policies

Services Section 5.10 - Circulation

Circulation of Materials and Loan Periods

A. Presentation of Library Card:

A library card must be presented when checking out materials. Royal Oak Public Library recognizes that there will be times when a borrower does not have his/her library card available. In this event the Library will check out materials upon presentation of valid Driver's License or current picture ID and warn the borrower that in the future a replacement card will be issued and a $1.00 fee will billed to the borrower's record.

The Library extends services to residents of other communities per the Royal Oak Public Library Statement of Policies and Procedures, 5.30 – Association with Other Libraries.

B. Standard Loan Periods

The Library establishes standard loan periods for the various materials in the collection. The loan periods are detailed in Policy 5.101. These loan periods apply to all individual cardholders.

C. Special Loan Periods

A vacation loan period (beyond 21 days) is available to all individual cardholders for books. Vacation loan periods cannot be applied to new titles.

The loan period for interlibrary loan materials is specified by the owning library.

D. Non-Circulating Materials

Reference materials, newspapers, and current issues of magazines do not circulate.

Renewal, Limits and Reserve of Materials

A. Renewal of Materials

Library materials may be renewed in person, by telephone (borrower must provide his/her library card number), or online. Materials ineligible for renewal are outlined in Policy 5.101. There is a limit of two renewals per item. An item that has a reserve on it will not be renewed. An overdue item may be renewed; the overdue fine amount, however, is still due.

The renewal period for materials owned by other libraries sharing our computer system is determined by the policies of the library that owns the material. Materials borrowed from libraries outside the shared computer system are not renewable.

B. Limits on Materials

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To provide as wide an access as possible to the Library's collection, it may be necessary to place limits on some materials. These limits will be set by the director and staff, based on the size of the collection.

C. Holds and the Hold Shelf

Registered borrowers may place holds on eligible library materials by telephone (borrower must provide his/her library card number) in person or online. Library staff will reserve a limit of four items at one time.

The borrower will be notified via electronic mail or automated telephone notice when the hold is waiting to be retrieved. The item will be held for pickup for 6 days.

The Hold shelf is self-serve and located in a public area; the Library observes borrower confidentiality by obscuring the item title on the hold shelf.

The held item may only be borrowed on the card used when the initial hold was placed.

Fines

A. Daily Fines

The Library charges a daily overdue fine based on the type of material. The daily overdue fine is a means to increase collection turn-over, making materials available to as many users as possible. It is the responsibility of the cardholder to return all materials on time. The overdue fine for each type of material is detailed in Policy 5.50. The daily fine begins the day after the item is due. Fines do not accrue on days the Library is closed.

B. Maximum Fines

The Library sets a limit on the maximum fine that will accumulate on a single item. The maximum fine for each type of material is detailed in Policy 5.50. Overdue fines will be waived if and when a borrower pays the replacement cost of an item lost or damaged.

C. Replacement Cost

It is the responsibility of the borrower to return materials in good condition. If an item is lost, the borrower must pay the replacement cost for the item. The replacement cost will be the actual cost of the item as indicated in the library's computer database. Due to variations in binding, quality, editions and copyright date, the library cannot accept a replacement that a borrower furnishes.

If any item is damaged to the extent that it can no longer circulate, the borrower is responsible to pay the replacement cost for the item.

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Once a bill for replacement cost is paid by the patron, no refund will be issued if the lost item is found by the patron.

Notices of Account Status

Borrowers are notified of the status of their accounts via electronic mail or automated telephone notice:

A. A courtesy notice is issued two days before items are due

B. A reminder notice is issued on the day the items are due

C. A reminder notice is issued 7 days after items are due

D. A reminder notice is issued 14 days after items are due

E. A reminder notice is issued 21 days after items are due

F. Materials not returned 30 days after the due date are considered lost; a bill for replacement cost is sent to the borrower via e-mail and the replacement cost for the item is included as a fee on the borrower record.

G. 45 days after the due date, the delinquent record is referred to a collection agency to retrieve the material or the replacement cost, and the agency fee for the collection service is then added to the borrower record.

H. 60 days after the due date, accounts that exceed $100 in value of lost materials may be referred to the Royal Oak Police for possible issuance of warrants.

Claims Returned

The library allows the use of a "claims returned" function to clear disputed items from a borrower's record. An account may have a maximum of 5 "claims returned" items that have not been found and cleared. The "claims returned" function permanently removes the item from the borrower's record. Once the borrower has been billed for an item and the item status is "billed", the "claims returned" function may not be used for that item.

Suspension of Library Privileges for Accounts Exceeding Threshold

A. Borrowing privileges are suspended for accounts which have accumulated a total of $10.00 in fines and fees, including bills for replacement of lost or damaged material. A borrower must pay all fines and fees in full in order to have their borrowing privileges restored.

B. Access to the Library Computer Labs or Wireless network is suspended for accounts which have accumulated a total of $10.00 in fines and fees, including bills for replacement of lost or damaged material. All fines and fees must be paid in full before computer privileges are restored.

Michigan Library Privacy Act

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Library employees observe privacy of borrowing and other Library records in accordance with the Michigan Library Privacy Act.

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