

# Circulation

## Identification

All patrons are required to provide a current library card to the Circulation staff member when they check out items from the Library. If the patron does not have their card with them, another form of identification is needed.

As stated in the registration policy, no patron can use another patron's library card to check out materials unless approved by the Director (and so noted on the patron's information page).

## Check-out limits, loan period, renewal

All patrons, with a library card, may check out up to six items at a time. Books, audio material and foreign language materials are checked out for a period of three weeks. DVD items are checked out for a period of one week.

- Of the six items allowed at any one time, only **three** may be DVD items.
- Patrons checking out materials at the time they apply for and receive a new library card are limited to one book.
- Items marked *reference* or *library use only* may be checked out for two days upon approval of Director.

The Circulation desk clerk may extend the period of use for all other material as needed.

A patron wishing to renew a borrowed item may do so by coming into the library, by telephone, or on-line. Items on reserve will not be checked out for an additional time.

## Reserves

Patrons who have items on reserve will be notified as soon as possible that their request is available. An item will be kept in reserve for five (5) working days, at which time if the item has not been picked up, it will return to general circulation. Materials that have not been cataloged or on-order may not be placed on reserve until the time they are placed in general circulation.

## Overdues

All patrons will be responsible for returning library materials in a timely manner. A fine (posted at the circulation desk) per day will be assessed on all books, DVD items, audio materials and other print materials that are overdue.

A staff member will be assigned to review over-due items weekly. Patrons with over-due items will be notified by email if available, or by phone.

- If after one month the items have not been returned, the patron will be sent a notification that they will be assessed a fee for replacement of the lost items.
- If the items in question are not returned within six weeks, the patron's membership will be suspended until all items are returned and/or fines paid.
- The Director, at his/her discretion, may reduce or void fines owed.

## **Fines**

Outstanding fines for overdue materials will be collected at check-out time. Patrons with fines less than \$5.00 will not be denied access to library materials if they are unable to pay for the fine at that particular moment. The overdue fines cap at \$10.00 per item.

- Staff working the Circulation desk shall be discreet in informing a patron of a fine or overdue item, respecting the patron's privacy.
- If conditions exist where other patrons are present, the Circulation staff member may simply ignore the fine until another time and day.

The library may hold up to two fine amnesty events per year, usually in conjunction with a charity drive (i.e., bring in a can of food for the food pantry; we take a dollar off your fines). This kind of trade will only be accepted during a fine amnesty event. However, patrons aged 13-18 may trade volunteer hours for fines, at the rate of \$2 from your fines per hour, and a minimum of one hour.

## **Lost or damaged materials/other fines**

Patrons will be responsible for replacing any lost item. They will be charged for either the original cost or a fair market price for the lost item as determined by a reputable book dealer (Amazon, Barnes and Noble, etc.)

- A patron may, with the approval of the Director, replace the lost item directly with a new (not used) copy.
- If the Library has to replace an item the patron will be assessed an additional fee (posted at the circulation desk), per item.
- Even though the patron has replaced or found the lost item, they are still responsible for any fines that have occurred while borrowing the item from the Library.

At no time shall Library staff refund monies from the cash drawer.

Patrons who incur costs due to insufficient funds on their personal checks will be assessed a return fee determined by the library's financial institution.

If a patron fails to take responsibility for their outstanding fines or costs, the Director has the authority to suspend his/her membership rights.

## Claims Returned

Patrons may claim to have returned materials or claim that they never checked out something on their account by filling out the claims returned form. Claims return must be made prior to the patron's account being suspended (see "overdues"). The patron will fill out form (#?), and the staff will mark the items as "CR" in Verso.

The patron will be asked to do another search at home, and the staff will search the library within three working days. The staff member who searched will record the date of the search on the CR form. If found, the account is cleared; if not, the cost of the item with the lost book fee is communicated to the patron in writing.

On one occasion, if the item is not found and the patron insists that he/she returned it or never took it out, the patron's account will be cleared of the item, and a note will be put on the patron's account to let staff know that an item was cleared.

On further instances of lost/claims returned materials, patrons will be blocked from checking out materials until the items are cleared from the record either by finding and returning the items and paying the fines, or by paying for the replacement cost of the items and the fines.

## Interlibrary Loan

The Library offers interlibrary loans for all patrons. There is no cost for this service.

**Only adult patrons with a library card are eligible to participate in the Interlibrary Loan Program.** A patron wishing to obtain an item from another library will complete an interlibrary form request (KPLF-3) located at the Circulation desk. The request will be given to the staff member in charge of the Interlibrary Loan program. The ILL staff member will then forward the item request to member-lending libraries. The patron will be notified when the item has arrived, or if the item is inaccessible.

- Length of use is determined by the lending library, not the Kingston Public Library.
- The patron will be responsible for any lost item or overdue fees set by the lending library.
- Patrons will be limited to six items that can be borrowed from a lending library.
- Patrons may be deemed ineligible if they have brought ILL materials back late in the past, as this may damage our reciprocal borrowing relationship with the lending library.

## Other Services

The Library offers copy services and fax services at a price per page posted at the circulation desk. Any added services will be posted at the circulation desk.

## **Proctoring of Examinations**

The Library provides examination proctoring services during Library hours. Exams are proctored by the director according to the availability of personnel and resources. Users are required to make advance arrangements with the staff. This service is available at no charge. Photo identification is required of all students using the Library. The college, university or school offering the examination may have other requirements which will be followed as closely as possible by the Library.

## **TWRA Boating Certification Test**

The Library is a sponsor of the TWRA Boating Certification Test. Applicants wishing to take the exam may do so during normal library operating hours.

Related forms:

ILL (KPLF-3)

Claims returned (KPLF-3A)

**Date approved: 03-08-18**