

# CIRCULATION POLICY

## SERVICE AREA

Materials and services of Presque Isle District Library (PIDL) are available free to the residents and property owners of *Presque Isle County, Forest and Waverly Townships of Cheboygan County*, and to the residents of Michigan through interlibrary loan and the Michigan Electronic Library (MEL) as initiated from the participating library.

## PATRON CLASSIFICATIONS

- Regular (Resident) patron – owns property and/or has a permanent local address (see above in italics).
- Non-Resident patron - individuals who reside outside the Library's service area may obtain a card for an *annual* fee of \$50.00 with current identification.
- Temporary patron – not a property owner; in area minimum of three (3) weeks. Three (3) total checkouts. This category includes seasonal visitors, seasonal workers and individuals residing at a transient address.
- Limited patron – repeated abuse of library policy. One (1) total checkout.

## REGISTRATION

Library cards may be obtained at any of the PIDL locations and may be used at all five locations.

- Identification, preferably a driver's license and/or State ID with a current address is required upon applying for a library card. Identification displaying other than a current address within the District must provide either a voter registration card, rent receipt, tax bill, or other bill, verifying name and current address.
- The signature of a parent or guardian is required for anyone 17 years of age or younger before they may obtain a library card.
  - *It is the responsibility of the parent or guardian to see their children follow circulation policies and it is the parent or guardian's responsibility to pay any accumulated fines or fees for lost or damaged items, and return any overdue materials*
- By signing the registration card for anyone 17 years of age or younger, the parent or guardian is allowing the young patron to checkout videos and have internet access.
- Temporary residents not owning property will be issued a temporary patron card upon proof of their permanent address and provision of a local address or phone number with which to contact them.
- If your card is lost or stolen, report it to the circulation desk immediately. The library is not responsible for fraudulent use of a library card, if the card is not reported as lost or stolen to the library staff. All patrons will be charged a fee (\$2.00) for replacement of a

lost, stolen or damaged library card. The library staff reserves the right to require any patron to verify his/her identity upon request of the library staff or Library Director.

## LOAN PERIODS

A valid library card is required to check materials out. If a patron has forgotten his/her library card the items may be checked out with presentation of a valid driver's license or a State ID. Use of a driver's license rather than the library card is done under exceptional circumstances.

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| 3 weeks | All regular fiction, nonfiction, audio books, and Michigan and Great Lakes Nautical collection materials.   |
| 2 weeks | Back-issues of magazines, new books, and book discussion reserve material, video games (hereinafter referred to as Videos) and interlibrary loan materials. (Some interlibrary loan materials may give shorter loan periods or may be non-circulating because of restrictions placed on them from the lending library.) |
| 1 week  | VHS, DVD and the "Library of Things" Collection of materials.   |
| 3 days  | Homework Reserves limit two each; does not include reference or other non-circulating materials.  |

## RENEWALS

- Materials may be renewed at any location in person, by phone or online at PIDL website.
- DVDs, magazines, videos and book discussion books may be renewed once.
- Interlibrary loans including MEL materials may be renewed upon approval of the loaning library
- New books may not be renewed.
- A "**Library of Things**" Collection item may be renewed 1 time. Renewals may be limited if there is a high demand for items.
- All other materials may be renewed two (2) times provided that the item is not on hold by another patron.

## HOLDS

- Holds are first come, first serve and the first patron on the Holds List will be notified by telephone, email or text when the item (s) is/are available.
  - The patron will have seven (7) days from notification to pick up the item(s) or the item(s) will be given to the next person in line.
- Materials *cannot* be reserved for a specific date.

## FINES

- Presque Isle District Library is a Fine Free library with exception to specific collections.
- Michigan and Great Lakes Nautical collection books, and interlibrary loan materials (including MEL materials) have overdue fines of .50 cents per day per item with no grace period and a maximum fine of \$5.00 per item.
- **“Library of Things”** Collection materials are assessed an overdue fine of \$1.00 a day per item for every day that the library is open with a one-day grace period and a maximum fine of \$5.00 per item (for one individual).
- If a patron is unable to pay all fines at one time, a payment schedule may be established in order to restore privileges.

## BOOK DROPS AND RETURNS

- Book drops are available at all five locations so that materials ~~books~~ may be returned when the library is closed.
- Materials ~~Books~~ may be dropped at any location regardless at which location they were checked out.
- **“Library of Things”** Collection materials must be returned to the Circulation Desk at any of our branch locations. If the “Thing” is returned in a book drop, or left somewhere outside or inside the library, a \$20 fine will be added to the patron’s account.

## REFERENCE COLLECTION

- Reference materials at all locations are non-circulating unless special permission of the Reference Librarian or Manager.

## AUDIO-VIDEO COLLECTION

- If you have a problem with any audio-video, please check your player to make sure that the adjustments are set correctly. If this does not help, please notify the library staff upon return of the material. DO NOT attempt to repair the material.

## LIBRARY OF THINGS COLLECTION

- A patron must be 18 years old in order to borrow a “Thing,” with a valid Presque Isle District Library card with no outstanding fees over \$10 to borrow a “Thing.”
- The Presque Isle District Library is not responsible for any loss of data and or usage fees incurred while “Thing” is checked out.
- *The Presque Isle District Library is not responsible for any harm that occurs to any person or animal as a result of misuse of a “Thing.” The library assumes that the “Thing” will be used legally and carefully. This includes a valid license while using a “Thing.”*

- The “Thing” may only be used in compliance with the “Thing’s” directions, manufacturer’s guidelines, and PIDL policies.
- Patrons should not make any modifications, alterations, or repairs to a “Thing.”

### **INTERLIBRARY LOAN REQUESTS AND FEES**

Presque Isle District Library will provide InterLibrary Loan (ILL) requests to its patrons at no cost, utilizing those libraries that are free lenders. AV materials are not requestable.

Any patron making requests and not utilizing the loaned materials will be charged for return postage of said material plus a \$5.00 service charge, or a minimum total charge of \$7.00.

Failure to utilize borrowed materials two (2) consecutive times may result in the loss of interlibrary loan privileges for the borrowing patron.

### **OVERDUE NOTICES**

- Patrons are asked to make every attempt to return borrowed items in a timely manner.
- The first notice of overdue materials is a phone call to the patron.
- The first written notice of overdue materials will be sent out two (2) week after the materials are due.
- A second written notice will be sent four (4) weeks after the materials are due, and account will be blocked till items are returned.
- A third notice will be a letter from the Director, including a bill for the cost of the item(s), any fines due and processing fees. This notice will be sent out eight (8) weeks after the materials are due. Account will be sent to collections if it is over \$75.00.
- Patrons with overdue materials will not be allowed to check out additional materials until the overdue material is returned in good condition, and items are paid for or a payment schedule is established and followed.
- Patrons who habitually abuse their privileges will be placed on a limited access status and/or may lose their privileges permanently.

### **LOST OR DAMAGED BOOKS**

- Patrons are liable for any library materials checked out on their card and/or their minor children’s cards. If an item is damaged beyond repair or lost, the patron will have to pay library replacement costs, and up to \$10.00 in processing fees per item.
- If a patron pays the full replacement price, and all costs due on an item, they may request to receive the damaged item, however, it is the patron’s responsibility to request the item at the time of payment.

- If lost material is later found in good condition and returned to the library within 30 days or prior to a replacement item being ordered and processed (whichever is sooner), the patron will be refunded the cost of the item only, no processing fees shall be returned.
- If a “**Library of Things**” Collection item is more than 30 days overdue, it is considered lost or converted to your own use and you will receive a bill to cover the replacement cost, plus a \$10.00 processing fee. If a billed item is returned in good condition, the bill will be removed from your record, but you may be charged a maximum of \$100.00 in overdue fines. The Patron is solely responsible for any repair and/or replacement parts of a damaged item.

## **DAMAGE AND REPLACEMENT COSTS**

The following charges will be assessed for materials returned damaged:

- Water Damage: \$5.00 processing fee and the cost of the retail value of the book for more than 10 pages
- Torn Pages: \$5.00 processing fee and the cost of the retail value of the book.
- Food Stains: \$5.00 processing fee and the cost of the retail value of the book.
- Children’s Books: \$5.00 processing fee and the cost of the retail value of the book.
- Video Games: \$5.00 for a damaged/missing case cover and the cost of the case for a damaged case.
- CD/DVD: \$5.00 for a damaged case.

Upon request, the cost of cases can be made known by staff.

The administration reserves the right to make decisions based on special circumstances (i.e. death in the family, illness, etc.) All decisions will be made without discrimination as restricted by law.

## **CREDIT/DEBIT CARD TRANSACTIONS**

Fees associated with the PIDL:

- Lost or destroyed materials replacement
- Replacement card charges
- Fax fees
- Photocopier fees
- Computer print fees
- Meeting room rental
- Merchandise purchases

- Book/DVD sales
- Program registrations
- Donations

The library accepts the following payment methods: Cash, Personal Checks, Money Orders, Travelers Checks, and Credit/Debit Card.

To expedite library payments and for the convenience of patrons, Presque Isle District Library accepts Mastercard, Visa, Discover, and American Express credit/debit card payments.

Patrons can charge a minimum of **\$5.00**, and any service fees and/or transaction fees will be assessed to the patron at **3%**.

Service fees and/or transaction fees will not be assessed to donations made to the library.

Patrons may only use a credit card in person at the library. No credit card transactions will be accepted via online, phone, fax, email, or any other forms of electronic communication.

Patrons using a credit/debit card will be asked to show photo identification and to sign a receipt from the transaction. The patron will be given a paper receipt from the transaction and the library will keep the signed receipt.

The library requires full payment of any outstanding bills when a customer uses a credit/debit card for payment to the library. The library reserves the right to refuse service or cancel transactions at any time. Completion of a payment transaction is contingent upon both the authorization of payment by the applicable credit card company or financial institution and acceptance of payment by the library. In the event that a credit card payment is unable to be processed, the library will attempt to notify the customer using the contact information provided. In any event, the credit card user remains solely responsible for payments due.

**Credit Card Activities:** The library prohibits certain credit card activities that include, but are not limited to:

- Accepting payment cards for cash advances or cash back exceeding the total amount of fines and fees owed to the library
- Discounting fines or fees based on the method of payment

**Refunds:** When a fine or fee has been paid using a credit card and a refund is necessary, the refund must be credited back to the account that was originally charged. Refunds in excess of the original amount paid or cash refunds are prohibited.

**Chargebacks:** Occasionally a customer will dispute a credit card transaction, ultimately leading to a chargeback. In the case of a chargeback, a library staff member is responsible for notifying the Financial Manager and for providing appropriate supporting documents.

**Privacy Statement:** The Presque Isle District Library respects patrons' privacy. Credit card payment details collected electronically are encrypted using secure server technology. At no time does the library store credit card information. This information is only made accessible to authorized credit card vendors and financial institutions to complete your transaction.

### **SPECIAL SERVICE FEE**

The Library shall charge a penalty for \$25.00 for all checks that are returned for insufficient funds.

### **CONFIDENTIALITY**

All records, formal and informal, in Presque Isle District Library relating to registration and the subsequent circulation by patrons of materials provided by the Library are considered to be confidential in nature. They will not be released without written permission of the patron, unless requested by subpoena with proof of good cause.

In order to prevent an unreasonable invasion of personal privacy, the contents of registration and circulation records shall not be made available to anyone except under the written order of the Library Director, such order having been issued pursuant to a proper legal process, order, or subpoena under the law.

In the event the legal process fails to sufficiently identify or name in specific terms or specification the records on file in respect to an identified library patron, the request is considered to be defective and not binding upon the Library and its personnel, except under further due process of law.

Any problems or conditions relating to the privacy of a patron through the records of the Presque Isle District Library which are not specified in the policy statement shall be referred to the Library Director, who, after study and consultation with the Library Board and/or legal counsel, shall issue a written decision as to whether to heed the request for information.

The Library Privacy Act, Act 455 of 1982

**Failure to adhere to these policies may result in the loss of the borrower's privileges.**

**Adopted: August 3, 2016**

**Amended: December 7, 2016, October 9, 2019, January 8, 2020, February 12, 2020**