

Ontario Public Library

Policy 4020

CIRCULATION POLICY

The Ontario Public Library (“OPL” or “the Library”) is a member of the OWWL Library System, a New York State-chartered cooperative public library system serving the forty-two public libraries in Ontario, Wayne, Wyoming and Livingston (OWWL) counties. The Library applies the same privileges, responsibilities, and fees to all OWWL cardholders, no matter which OWWL library originally issued their library card.

The Library maintains a Circulation Policy and applicable procedures to ensure that all members are provided with consistent and equitable services from Library staff members and that every member has clear expectations of their rights as an OWWL cardholder.

1. Registration

Registering for a library card must be done in person. Exceptions can be made for people who are disabled and unable to come to the Library or for those registering for online library cards through OWWL Self-Registration Form.

- Use the self-registration form only if you have never had an OWWL library (from any OWWL library)
- or if directed to by your library.

Applicants must supply photo identification [see Appendix 4020.1 Identification], and complete and sign the Library’s registration form. Exceptions can be through the Special Card Library Holder Program at OPL [see Section 1.3 herein]. By signing the registration card, applicants certify that the information they provided is true and correct to the best of their knowledge and that they agree to obey all policies of the Library.

Email is an official means of communication. Registration requires an active email address be provided. For cost effectiveness and timeliness library-related messages are typically conveyed through email. OPL is forbidden from using or selling your address for non-library purposes. At the time of your library card registration or renewal, applicants may opt-in and agree to receive up to date library news and program information via email.

Cardholders are responsible for the safekeeping and use of their card, including all items and fees charged to their account, unless the card has been reported lost or stolen. Lost cards should be reported to the Library immediately to avoid unnecessary charges, and may be replaced for a fee. All lost cards will be marked inactive until replaced. [see Appendix 4020.3 Fee Schedule]

The Library will not provide, verbally or in writing, their library card number to a member in lieu of replacing a lost card. Cards damaged by regular wear and tear may be replaced by the Library at no cost to the member. A NYS Driver’s License or Non-Driver ID or an online representation of their card may be used to borrow materials.

Cardholders are allowed only one OWWL card in their name. Upon application for a library card, the Library will verify that the applicant does not already have a card within the OWWL system. If the Library finds that an applicant has a pre-existing OWWL account, the applicant

Ontario Public Library

Policy 4020

must update the information on the account, take care of any outstanding fees, and pay a card replacement fee before a new card will be issued.

If any member is found to have multiple OWWL accounts, those accounts, along with all fees, items, and holds associated with them, will be merged to the most recent record. The Library will document any evidence used to verify the multiple accounts and place a note in the member's merged record identifying the evidence. The Library Director will be the sole arbitrator in instances where a member wishes to challenge the finding.

Library card are issues for three years unless otherwise noted and can be renewed upon verification of address and other contact information.

The Library reserves the right to withdraw borrowing privileges from any member providing the Library with false registration information.

1.1 Youth Registration

A parent or guardian may obtain a library card for their child (0-17) by providing a valid form of identification [see Appendix 4020.1 Identification] and signing the registration card. Upon signing, the parent/guardian assumes responsibility for all materials and any fines incurred through the use of the child's card. The child must be present at the time of registration. A family, parent, or caregiver's email address will be required to registration.

Youth age 12-17 unaccompanied by a parent/guardian may obtain a library card by presenting appropriate identification.

The Library Director and Programming Librarian (as Youth Services Librarian) retain the right to modify the registration process for youth in situations where the above policy does not apply.

Online Library Card Registration

The OWWL online library card registration system enables all full and part-time residents of Ontario, Wayne, Wyoming, and Livingston Counties, as well as any person who attends school or pays property taxes in these counties, to obtain a library card via a Self-Registration Form located <https://owwl.org>.

Library cards obtained through online registration will give card holders access to all OWWL digital resources and allow individuals to place holds on physical library materials. The Ontario Public Library requires that registrants provide further proof of identity in-person before they are able to borrow physical library materials.

Special Cardholder Library Privileges

Individuals who have requested cardholder privileges, but have been unable to obtain a NYS driver license or ID, or establish an address or rental agreement as yet may, at the discretion of the Library Director, be issued a three-month duration, limited use card at the Ontario Public Library. The cardholder may borrow up to two items and have public computing and internet access while in the Library.

Ontario Public Library

Policy 4020

An e-mail address and/or cell phone number will be required. A cardholder, known to the individual, who does have an OWWL card may be requested to be a co-signer, until such time as the individual meets the criteria on his/her own for regular privileges.

2. Borrowing Privileges & Responsibilities

Any cardholder, regardless of age, may borrow any circulating item in the Library's collection. Members are required to present their OWWL library card, photo ID, or an online representation of their card when borrowing materials.

All cardholders reserve the right to have a receipt, printed by request, that lists the due dates for their items. Item due dates may also be accessed via the member's email, online OWWL account, or by calling the Library.

The Library Director may place a limit on the number of items borrowed by an individual based on the demand by others for the type of material, books related to special events, and holiday use, accumulated value of the items and/or library member card status. [see Appendix 4020.2 Limits and & Loan Periods]

Borrowing privileges may be limited or rescinded if the cardholder has overdue items, unpaid fees, or has violated the Library's rules of conduct. Loan periods and number of renewals are determined according to demand for the material, appropriateness of use, and value of the material. [see Appendix 4020.2 Limits and & Loan Periods]

2.1 Returning Items

To maintain the integrity of its collections and to ensure that library materials are available to all library users it is the responsibility of the member to return such materials in a timely manner.

Unless noted, all items owned by an OWWL library may be returned to OPL. Items owned by a non-OWWL library (i.e., outside of OWWL that were not obtained through OPL interlibrary loan) should not be returned to the Library. Members that return out-of-system items to the Library may be subject to the costs the owning library undertakes to retrieve the items.

The Library maintains an outdoor bookdrop for the convenience of our members. Items returned via the bookdrop when the Library is closed will be backdated to the last day the Library was open. Returns made while the Library is open are treated as being returned during that day. The bookdrop is not checked on Sundays or on holidays.

2.2 Renewals

An item may be renewed unless a hold has been placed on the item or the item's allotted number of renewals has been exhausted. The Library's circulation software is configured to automatically renew borrowed items unless the restrictions noted above are present. Library accounts with valid email addresses will receive notifications regarding automatic renewals. Renewals are granted for the length of the item's loan period based on the calendar date on which the item is renewed [see Appendix 4020.2 Limits and & Loan Periods].

POLICY ADOPTED: 01/17/2000, 11/02/2002
REVISED: 05/17/2022
REVIEWED:

Board of Trustees
Ontario Public Library
Page 3 of 7

Ontario Public Library

Policy 4020

Members are prohibited from returning an item and then immediately checking it out again, but may request to have their loan period extended for special circumstances at the discretion of Library staff.

2.3 Overdue Notices

All OWWL libraries provide members with two overdue notices indicating that they have not returned an item via email: the first at two weeks overdue and the second at six weeks overdue. OPL reserves the right to send out additional notices and to vary the format for dispensing the notices with the exception of the six weeks overdue letter, which will be mailed.

2.4 Holds

Members of OPL have access to the collections of the other 41 libraries in the OWWL Library System. Members may request in person, by telephone, or online, that materials from other OWWL libraries be delivered to their library of choice.

Members must have their library card (or equivalent) if placing the hold in person, or their card number and PIN if placing the hold online. If placing the hold by telephone, members must provide their card number; if the member does not have the card number available they must provide their name and one additional identifier matching the information on their account (i.e. address, phone number, email, date of birth, etc.).

Some Library items, and many items available from other OWWL libraries may not be placed on hold. [see Appendix 4020.2 Limits and & Loan Periods]

Items will be held for no more than ten days following notification of the availability of the item. The hold will be canceled if the Library is not contacted to arrange a pick-up or cancel the hold, or it is not checked out during that time. Although their holds will be fulfilled, members with an account with overdue books or fees to borrow the items.

The Library reserves the right to cancel holds that are older than six months and have not been fulfilled.

2.5 Interlibrary Loan

Any active cardholder in good standing may request materials not available in the OWWL catalog through OWWL interlibrary loan (ILL) system. Members will be charged per item requested, regardless of whether or not the Library is able to obtain the item [see Appendix 4020.3 Fee Schedule].

Ontario Public Library

Policy 4020

3. Member Accounts

3.1 Library Card Expiration and Account Updating

So that the Library can maintain accurate contact information of our members, OWWL library cards are set to expire two years from the date of initial registration or the date of a card renewal. To renew the card in person, a member must present their library card; to renew over the phone, a member must relay their library card number.

Members who are missing their library cards must replace their card before the card can be renewed. Library staff may extend the expiration date of a library card for no more than one day without renewing it.

Renewing a library card, required confirmation of current contact information. The Library staff will record new contact information in the library system.

Members may login to their online account to update the phone number, email address, and certain other account preferences associated with their library card, but may only update their mailing address via phone or in person. Members who have legally changed their names must fill out a new registration card and provide proof of name change (updated photo ID, legal papers, marriage certificate, etc.).

The Library reserves the right to request that a member complete a new registration form.

3.2 Authorized Users

Members are allowed to grant other individuals authorized access to portions of their account information by reporting such to Circulation staff in writing or in-person with the member. The information is recorded in the library system.

Permissions include the ability to check out items on the account; place and pick up holds on the account; and view borrowing history. The Library also considers access to and payment of a member's fees as authorized permissions. Authorized users can be added or removed at any time.

3.3 Online Account

All OWWL system cardholders have access to an online account. To sign in, users must have their library card number or username, and PIN. Members can use their account to view checkouts and holds, place holds, renew items, change their contact information, and set preferences for their account and circulation history.

3.4 Resetting PINs

A PIN is needed to access the OWWL online account as well as the OWWL2Go digital collection. Members with an email address on file may reset the PIN themselves through the online account login page. Members may reset their PINs via the phone by providing their library card number, or their name with one additional identifier matching the information on their account (i.e. address, phone number, email, date of birth).

Ontario Public Library

Policy 4020

3.5 Confidentiality of Member Accounts is required by law (OPL Policy 4070)

Library staff members will not discuss a member's record of loans, holds, renewals, or fines with anyone other than the member, their authorized users, or with other library staff members, except to the extent necessary for efficient and effective service to the public.

3.5.1 Confidentiality of Youth Member Accounts

Library staff members will not discuss a youth member's record of loans, holds, or renewals unless it pertains to the payment of fines.

3.6 Member Account Retention

In accordance with OWWL System Records Removal and Retention Policy, OWWL library cards are marked inactive after a period of three years from the current expiration date of the card. All information associated with an account, including checkouts, holds, and fines will be retained for six years after the card has been marked inactive. If an account has not been renewed after those six years of being marked inactive, the record and all associated information will be expunged completely from our system.

4. Fees

The current rates for fines, fees, and other charges are listed on the fee schedule [see Appendix 4020.3 Fee Schedule]. Most items borrowed from the Library by all members are exempt from overdue fees. This includes items sent to the Library from other libraries.

These materials are excluded and incur overdue fines:

- Cakepans, Park Passes, and Video games [see Appendix 4020.3 Fee Schedule].
- Items borrowed at OPL and subsequently renewed at libraries without fine free programs.

Members are responsible for any fees related to damaged or lost materials.

The Library's fine free rules may be revoked at the discretion of the Library Board or as required based on overarching guidelines from the OWWL Library System.

Cardholders reserve the right to receive a copy of a receipt for all payments or reductions in fines, excluding voided fines. Cardholders are responsible for requesting a copy of a receipt at the time of the transaction.

Payments received for lost items or damaged materials are transferred to the owning Library. All other fees or fine payments made at OPL are retained by OPL.

4.1 Contesting Fees and Fines

Members choosing to contest fines on their library accounts must do so in person at the Library. Ultimate discretion for the voiding of fines falls to the Library Director. Members contesting fines on the grounds of hospitalization, theft, or any other event outside of the control of the member or the Library will be asked to provide documentation of the event, including but not limited to a copy of a police report, hospital bill, or doctor's note that verifies the date of absence.

POLICY ADOPTED: 01/17/2000, 11/02/2002
REVISED: 05/17/2022
REVIEWED:

Board of Trustees
Ontario Public Library
Page 6 of 7

Ontario Public Library

Policy 4020

Fines for damaged or lost items owned by another library must be contested at the owning library. OPL can provide members with the name and contact information for the owning library of an item.

4.2 Replacement of Borrowed Materials

In the case of loss or irreparable damage to OPL materials, the cardholder will automatically be charged the library system recorded price of the item. The Library will not accept replacement copies of items that were not purchased or otherwise acquired by OPL staff.

Members who lose or damage items originally owned by an OWWL library besides OPL must contact the owning Library to discuss any replacement or payment that is different from the system charged fee.

4.3 Materials Claimed Returned

In such instances where a cardholder notices an item still on their record that they believe was returned, they should contact a Library staff member. The Ontario Library or owning library will look for the item on their shelves. If the item is located, all fines and/or fees on the member's record associated with that particular item and loan period will be voided.

If the item is not located within the library system, discretion for whether the fine should be voided or upheld falls to the owning library. In the case that OPL owns the item, discretion falls to the Library Director that manages the item's location or to the Library Director. Instances in which a claimed returned item cannot be located and no fine was assessed will be noted on the member's record.

4.4 Refunds

The Library does not issue refunds for lost or damaged items that have been paid for by members. Once paid for, these items are considered the property of the member. After 30 days from payment date, materials not picked up will be discarded or handled at the discretion of the Library Director.

Appendices

App 4020.1 Identification

App 4020.2 Limits and Loan Periods

App 4020.3 Fees and Fines

The Circulation Policy is comprised of Policy 4020: Lending Rules (Adopted 11/02/2002, Latest Rev. 3/19/2019) and P. 4030 Fines and Charges (Adopted 01/17/2000, Latest Rev. 3/19/2019)

POLICY ADOPTED: 01/17/2000, 11/02/2002
REVISED: 05/17/2022
REVIEWED:

Board of Trustees
Ontario Public Library
Page 7 of 7

Appendix 4020.1: Identification

All persons (age 11 and older) must have one photo ID to register for a card. You must show proof of current address.

Valid Forms of ID

Persons (age 11 and older) applying for a library card are required to present valid photo identification. The following items will be accepted by Library staff as valid forms of identification.

This list is not limited; a photo ID is defined as an item containing a photo of the applicant, with first and last name of applicant.

- Valid Driver's License
- State Identification Card
- Student Identification Card
- Child Safety Card
- Military Identification Card
- Passport

If photo ID does not include current address, you must show a piece of mail received in your name at your local current address. You may show a legal document such as a mortgage or residential lease agreement; a service or utility bill, etc.

The Library makes no copies of any forms of identification.

Appendix 4020.2 Limits and Loans

Checkout limits for cards in good standing:

All items combined, TOTAL LOANS: 99 items

- Audiobooks: 10
- DVDs/Blu-Rays: New Releases: 2 [Family limit 5 items]
- DVDs/Blu-Rays: 5
- Music CDs: 10
- Video Games: 3
- Park Pass: 1

Loan Periods and Renewals

| Material Type | Loan Period | Number of Renewals* |
|-----------------------|-------------|---------------------|
| Books | 3 weeks | 2 |
| Audiobooks | 3 weeks | 2 |
| Cakepans | 3 weeks | 0 |
| New DVDs/Blu-Rays | 1 week | 0 |
| DVDs/Blu-Rays | 1 week | 2 |
| DVDs/Blu-Rays series) | 3 weeks | 2 |
| Park Pass | 1 week | 0 |
| Magazines | 3 weeks | 2 |
| Music CDs | 3 weeks | 2 |
| Videogames | 1 week | 1 |

*An item may be renewed unless a hold has been placed on the item, or the item's allotted number of renewals has been exhausted. Renewals are granted for the length of the item's loan period based on the calendar date on which the item is renewed.

Appendix 4020.3 Fine and Fee Schedule

Payment by guests and visitors for all services is by cash only. Members in good standing may pay by personal check for services costing in excess of \$19.00.

Library Services*

| | |
|----------------------|-------------|
| Fax Service | \$1.00/page |
| Copy / Print Service | |
| Black & White | \$0.20/page |
| Full Color | \$0.50/page |

* Fax, copy and print services may be limited owing to the financial charges associated with maintaining the office equipment. Our printers are leased or purchased for primary use by staff and, therefore, are not volume business machines.

Interlibrary Loan (ILL)

Members using the OWWL system may request material(s) not available in the OWWL catalog through ILL request. Members will be charged \$5.00 per item requested regardless of whether or not the Library is able to obtain the item(s).

Library Fines

To maintain the integrity of its collections and to ensure that library materials are available to all members it is the responsibility of the member to return such materials in a timely manner. Most materials are not charged overdue fines. Fines are assessed on materials listed below owing to their high cost to the Library per item.

| Item | Overdue Fine | Maximum Fine per Item |
|-------------|----------------|--------------------------|
| Cakepans | \$1.00 per day | \$5.00 |
| Park Pass | \$1.00 per day | \$5.00 |
| Video games | \$1.00 per day | \$5.00 |

Library Fees for Replacement Cards and Materials in the Collection

Fees are as follows:

- Lost Item Fee: System assessed cost to replace (per item by type of material)
- Material Processing Fee: up to \$5.00 per item
 - This fee is applied to the lost item fee for items that have not been returned. It may also be applied when items are returned damaged or with missing parts, or returned in a manner that presents an undue burden on work time for Library staff.
- Lost Card Fee: \$1.00