

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.

1. Member Registration

Any person who lives, works, or owns property within the four-county OWWL Library System and who is either 5 years old or has entered kindergarten is eligible to apply for a library card.

Individuals may apply for a library card in person or online.

1.1 Online

- If you have never had a library card issued by an OWWL member library, you can request one by filling out a self-registration form online at OWWL.org
- When completing the self-registration for a card, select Ontario Public Library. The staff will review your information to verify your eligibility.
- If you are eligible, library staff will either mail your new library card to the address you provided or arrange for you to pick up your card at the library.
- Online self-registration provides access to all OWWL **digital resources** and allow you to place holds on physical library materials.
- The Library requires further proof of identity and/or address before your membership card will give you access to all print and digital materials.

1.2 In-person

In-person applicants must complete and sign the Library’s registration form and supply photo identification for verification [see Appendix 4020.1 Identification]. Exceptions can be considered via the Library Special Card Library Holder Program [see Section 1.3]. 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.

1.3 Membership Application

Email is an official means of communication. Member registration requires an active email address be provided for library-related messages. The Library is forbidden from using or selling your personal identity information for non-library purposes. At the time of your library card registration or renewal, applicants may opt-in and agree to receive the library newsletter by 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]

Ontario Public Library

Policy 4020

Library staff shall not provide to a member their library card number 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 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 is required to document evidence used to verify the multiple accounts with a note in merged record. The Library Director will be the sole arbitrator in instances where a member seeks to change the finding.

Library cards are issued for two years unless otherwise noted and can be renewed upon verification of contact information.

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

1.4 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.

1.5 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.

1.6 Free Direct Access

In compliance with The Free Direct Access Plan (FDAP), a State-approved agreement between the OWWL Library System (the System) and the New York State Education Department [required by Commissioner's Regulations 90.3(a) through (d) (4)], the library shall grant on-site access to use of library resources to all residents of OWWL including those from underserved and unserved geographic areas. More information on the current Free Direct Access Plan is available on our website under [Plans & Policies](#).

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 have the right to request a list of 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

- All items owned by any OWWL library may be returned to Ontario Public Library.
- Interlibrary Loan (ILL) Materials: ILL is a fee-based system by which materials not available in OWWL are requested and made available for a fee paid by the member.
 - Materials obtained through ILL must be returned to Ontario Public Library.
 - ILL items are the only out-of-system materials, the Library may process.
- Members that return all other 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 book return box (bookdrop) for the convenience of our members while closed. Items returned in the bookdrop will be checked-in (backdated) with the date the Library was last open.

Ontario Public Library

Policy 4020

2.2 Renewal of Materials

An item may be renewed unless a hold has been placed on the item or the member has exhausted the allotted number of renewals. The circulation software will attempt to automatically renew borrowed items unless the restrictions noted above are present. Notice of automatic renewals is made through email.

2.3 Overdue Notices

All OWWL libraries provide members with two overdue notices indicating materials have not been returned. Two overdue notices at set: the first, at two weeks, and then six weeks following the due date. Bills to replace LOST materials follow. LOST materials are those long overdue materials. The Library reserves the right to send out additional notices and to vary the format for dispensing the notices.

2.4 Holds

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

Members must have their library card if placing the hold in-person, or their card number and PIN if placing the hold online. When 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 requested. 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 Account Updating including Member Card Expiration

Library cards are valid for two years and may be renewed. Renewal requires confirmation of contact information or activity over the earlier year.

- Renewal may be made in-person, or by telephone.
 - Members may renew their card by phone, by providing their name, library card number, address, phone number, email.
 - Cards will also be renewed for any active member as indicated by use of library materials in the earlier 12 months.
 - The Library reserves the right to request that a member complete a new registration form.

Members may login to their account to update phone numbers, email address, and certain other account preferences associated with their library card. Updating a mailing address cannot be done online.

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 person or writing.

- Permissions optionally include any and all services including:
 - the ability to check out items on the account; place and pick up holds; discuss and pay fees, and view borrowing history.
- 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 (personally identification number) is needed to access the OWWL online account and related resources. Members may reset or change their PINs (or password) 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.).

3.5 Confidentiality of Member Accounts

Confidentiality of Member Accounts is required by law (Policy 4070). Library staff members shall not discuss a member's record of loans, holds, renewals, or fees with anyone other than the member, their authorized users, or with other library staff members. Staff members shall speak

Ontario Public Library

Policy 4020

with other library staff regarding member records only 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.

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.

- 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.
- These materials are excluded and incur overdue fines:
 - Cake pans, Park Passes, and Video games [see Appendix 4020.3 Fee Schedule].
 - Items borrowed at OPL and subsequently renewed at non-fine free libraries
- Members are responsible for any fees related to damaged or lost materials.
- Cardholders reserve the right to receive a copy of a receipt for all payments or reductions in fines, excluding voided fines.
 - Members 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 Replacement of Borrowed Materials

In the case of loss or irreparable damage to materials, the cardholder will automatically be charged the recorded price of the item as set in the Library System. The Library will not accept replacement copies of items.

4.2 Contesting Fees and Fines

- Members choosing to contest fines on their library accounts should contact the Circulation Clerk.
- When contesting a fee on the grounds of theft or any other event outside of the control of the member, s/he or their representative will be asked to provide documentation of the event. The documents should contain, but not limited to a copy of a police report, hospital bill, or other evidence to support extenuating circumstances.
- Ultimate discretion for the voiding of fines falls to the Library Director.

4.3 Materials Claimed Returned

In such instances where a cardholder finds an item on their record that they believe was returned, they should contact the Circulation Clerk. The Library will look for the item on their shelves and in the OWWL System.

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Board of Trustees
Ontario Public Library
Page 6 of 7

Ontario Public Library

Policy 4020

If the item is located, all fines and/or fees associated with the item will be voided. If not located within the OWWL System, discretion for whether the fees should be voided or upheld falls to the owning library.

Instances in which the item a member claims to have returned cannot be located will be noted in 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

Complete policy guidance on circulation includes Circulation 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)