

# Circulation Policy

## Introduction

Lake County Libraries enrich every person by providing comfortable community spaces to satisfy curiosity, stimulate imagination, create young readers, and explore local heritage. Our SIRCLE of values--Service, Integrity, Respect, Community, Learning, and Excellence--drives every action we take to satisfy our mission.

## Purpose

The Circulation Policy governs all aspects of the circulation of library materials, including library card eligibility, check out periods, and fines or fees.

## Library Cards

In order to use many of Lake County Libraries' services, library patrons must present either a valid Lake County Libraries card or a valid library card from another Sage library. In the case of a forgotten card, Lake County Libraries card holders may present valid identification in place of their library card.

### Cardholder Responsibilities

Cardholders are responsible for informing the library of any changes to their address, phone number, email, or other information in a timely manner. Cardholders are responsible for safeguarding their library card and online library login information, just as they would for any other important account.

Cardholders are responsible for all materials checked out on their card or on the cards of children for whom they have assumed responsibility. If you allow others to check out material on your card, that material is your responsibility as the card owner.

Cardholders are responsible for maintaining their library card account in good standing. "In good standing" means a current (non-expired) account with less than \$5.00 in fines or fees. A cardholder whose account is not in good standing may have privileges, including borrowing privileges and computer use privileges, temporarily revoked until the account is brought into good standing.

### Lake County Resident Card

The Lake County Library District is a special district funded by a dedicated tax base. Cards are issued free of charge to Lake County residents. Lake County residents must show valid identification, proof of residence, and complete a card application in order to obtain a library card.

Resident cards will expire after three years. If the card is not renewed or reactivated within 12 months of the expiration date, the card may be deleted from the system.

## Neighbor Card

Lake County Library District maintains reciprocal lending agreements with library systems in some neighboring counties. Non-residents may obtain a free Lake County Libraries card by showing valid identification and a current library card from any system with which we have a reciprocal agreement and completing a library card application. Non-residents who obtain a Lake County Libraries Card in this way will have the same borrowing privileges as Lake County residents.

Neighbor cards will expire after three years. If the card is not renewed or reactivated within 12 months of the expiration date, the card may be deleted from the system.

## Oregon Library Passport Card

Lake County Library District participates in the Oregon Library Passport program. Non-residents from another participating Passport Library may obtain a Lake County Library District card free of charge. Non-residents who obtain a Lake County Libraries Card in this way may have different borrowing privileges than Lake County Residents.

Passport cards will expire after two years. If the card is not renewed or reactivated within 12 months of the expiration date, the card may be deleted from the system.

## Non-resident Card

Other non-residents may obtain a non-resident card by presenting valid identification, completing a library card application and paying a non-resident fee. Non-residents who obtain a Lake County Libraries Card in this way will have the same borrowing privileges as Lake County residents.

Non-resident cards expire at the end of the paid period. If the card is not renewed or reactivated within 12 months of the expiration date, the card may be deleted from the system.

## Identification and Proof of Residence

“Valid identification” means any of the following:

- A valid driver's license or identification card issued by the any state's Motor Vehicle Division that includes a current photo of the driver or identification card holder and a current residential address
- A valid temporary driver's license with current residential address along with a current official photo identification from a school or government agency
- A valid US Military ID that includes a current photo of the ID holder
- A valid state Department of Corrections inmate release ID that includes a current photo of the ID holder
- A valid passport that includes a current photo of the passport holder
- A valid ID issued by a foreign consulate that includes a current photo of the ID holder

"Proof of Residence" means any of the following items. In each case below, "residential address" means a physical street address, not a post office box.

- A valid Oregon driver's license or identification card issued by the Oregon Motor Vehicle Division with photo and a current Lake County residential address
- A valid temporary driver's license with a current Lake County residential address.
- A Lake County property tax statement showing the applicant's name and the address of the property.
- A Lake County voter's registration card showing the applicant's name and current residential address.
- A current rent agreement or lease, rent receipt or mortgage documents for a Lake County property showing the applicant's name and the property address.
- Two pieces of important mail with the applicant's name and Lake County residential address. Any of the following items may be considered important mail:
  - Utility bill
  - Bank statement
  - Letter regarding social service benefits

## Library Cards for Minors

Minors under the age of 18 must apply for a library card with a parent or legal guardian present. The parent or legal guardian must complete the library card application and present any necessary identification and proof of residence. Proof of residence and/or parent presence may be waived if the parent or guardian already has at least one other minor cards in the system. Parents or legal guardians are responsible for any fines or fees incurred on any minor accounts for which they have signed a card application. The Library recommends parents wait until a child is old enough to sign or write their name before getting a library card for the child.

## New Library Cardholders

Holders of any type of Lake County Libraries card will be subject to a new cardholder period for 60 days following the first issue of the card. During this period, library patrons will have more restrictive item, hold, and interlibrary loan limits. For patrons who have a library card in good standing on record with another member of the Sage consortium, this new cardholder period will be waived.

## Loan Periods and Limits

### Loan Periods and Renewal Limits

#### *Materials in the Library*

The following loan periods have been established to provide library patrons with an adequate amount of time to use library materials while ensuring they are available to other library patrons in a reasonable amount of time. Items may be renewed online, in person, or by telephone. Some items may not be renewable.

- Movies, newspaper and periodical back issues, and equipment (telescope, GPS)
  - 7 day loan period
  - 2 renewals (if not requested by another patron)
- Books, audio books, and music CD's
  - 21 day loan period
  - 2 renewals (if not requested by another patron)

#### *Electronic Materials*

Lake County Libraries provides downloadable content via the library website. Loan periods and item limits are managed separately through this service.

### Item Limits

#### *Regular Cardholders*

Regular cardholders can expect generous item and hold limits to accommodate their needs. Item and hold limits may be set at the Sage consortium level.

#### *New Cardholders*

Most cardholders will be limited to checking out a maximum of 6 items and placing a maximum of 6 holds at a time during the first 60 days after their card is issued. Up to 2 holds may be placed at a time on items owned by other libraries during the New Cardholder period. After the initial period, cardholders become regular cardholders.

#### *Passport Program Cardholders*

Oregon Passport Program cardholders will be limited to a maximum of 6 items at a time. No holds or interlibrary loan requests may be made for items owned by other libraries.

## Interlibrary Loans

The Lake County Library District maintains resource sharing agreement(s) with other libraries and organizations in order to increase the number of materials available to Lake County Libraries cardholders. Regular cardholders in good standing may request items not owned by the Lake County Libraries from other libraries via interlibrary loan. The Lake County Libraries endorse the Oregon Library Association's Interlibrary Loan Code and the American Library Association Interlibrary Loan Code for the United States.

Interlibrary loan requests for items in the shared Sage system may be processed at any time for regular cardholders in good standing. Cardholders may make requests at home with through their online library account or staff may process requests in person or via telephone. Because libraries in the Sage system have different lending rules, not every item listed in the Sage catalog will be available for interlibrary loan.

Loan periods, renewals, and overdue fines for items borrowed from another library are often determined by the owning library and may be different than those for Lake County items.

## Items for Library Use Only

Some items have been designated for in library use only. This designation is designed to either make sure that items are freely available for reference or to protect special or fragile items from heavy use or loss. The Library Director may grant special loan periods for these materials.

## Return of Items

Generally, items should be returned to a Lake County Libraries location. Items owned by Lake County Libraries may also be returned to another Sage library. For interlibrary loans, the best location to return an item to is the Lake County Libraries location you picked it up from.

## Fines and Fees

### Overdue Materials

Items will be considered overdue if not returned by close of business on the day they are due. Fines are \$0.15 per day up to a total fine of \$3.00 per item. All items have a one day grace period before fines begin accruing. Library fines do not accrue on days the library is not open.

Two notices will be sent for overdue materials. If items have not been renewed or returned within 18 days after the due date, you will be billed the cost of the item plus a processing fee up to \$10.

When items are returned after they are billed, the item cost and processing fee will be removed from the account. Any overdue fines will remain on the account.

### Lost or Damaged Materials

From time to time, library materials are damaged or lost. If library materials are damaged under your care, you may be charged a fee for repair of the item. If materials are damaged beyond repair or lost, you will be charged the cost for replacing the item plus a fee up to \$10.00. This fee covers the cost of staff time to order and process the item plus any additional materials needed such as barcodes, book covers, audiobook cases, etc.

### Collections Agency

Library cardholders with delinquencies may be referred to a collection agency. Please see the Library Financial Management Policy for details.

### Interlibrary Loan Fees

Items the Lake County Libraries do not own may be requested from other libraries through interlibrary loan. There is no fee for requesting interlibrary loans through the Sage system. Any fees incurred by the library for making an interlibrary loan request outside the Sage system will be passed on to the requestor. Library staff will notify the

requestor of the fee before placing the request. There is a \$5.00 fine for failure to pick up an interlibrary loan item within 7 days of notification of item availability. If your schedule does not allow for this, contact the library within 7 days of notification of item availability to make alternate arrangements. The library staff may waive this fine in some circumstances.

Most items requested from Oregon and some Washington libraries will arrive via statewide courier, and the Lake County Library District does not incur any additional shipping cost for obtaining these items. When items are requested from outside the Sage or courier system, the Lake County Library District is responsible for paying the shipping to return those items to their home location. The Lake County Library District will pass the cost of this shipping onto library cardholders after the third such request in a given calendar year.

### **Non-resident Card**

Non-resident fees are \$15.00 for 3 months, \$30.00 for 6 months or \$60.00 for 12 months.

### **Replacement Cards**

The fee to replace a lost or damaged library card is \$3.00.

### **Sales Charges**

At most library locations, patrons may make copies, print from computers, or purchase used books for a fee. These fees are posted in each library location.

### **Payment of Fines and Fees**

Fines or fees may be paid in cash or by personal check written for the amount of the fines or fees due only. There is a \$25.00 fee for any check returned for insufficient funds.