

Circulation Policies

Adopted by the Cooperative Board 1998.

CIRC 1 General

CIRC 1.1 Confidentiality of Library Records

All circulation and registration records contained in the shared online system shall be handled strictly in accordance with Lakeland's Confidentiality of Library Records policy.

CIRC 1.2 Definitions

- CIRC 1.1.1. Circulating Library.
The library at which an item in question is checked out by a patron.
- CIRC 1.1.2. Owning Library.
The library which owns an item in question.
- CIRC 1.1.3. Collecting Library.
The library which collects money (fines, fees, lost book charges, etc.) from a patron.
- CIRC 1.1.4. Registering Library.
The library at which a patron completes and signs a registration form and is issued a library card.
- CIRC 1.1.5. Home Library.
The library in whose service area a patron resides.
- CIRC 1.1.6. Submitting Library.
The library responsible for submitting a patron to a collection agency (i.e.: the library paying the collection agency fee).

CIRC 1.3 Reciprocal Borrowing

The Cooperative encourages reciprocal borrowing among its member libraries and encourages its members to consider any resident of all other member libraries' service areas as a resident of its own service area and as eligible to use the facilities and resources of the library, within the limits established by the Lakeland Non-Resident Policy and the Underfunded Contract Service Area Policy.

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CIRC 2 Patron Registration

CIRC 2.1 Standard Registration Policy

The Cooperative has established a set of minimum requirements necessary for a patron to be issued a library card. Cooperative members will also follow the most current standards for registering patrons. Each Cooperative member will require a completed and signed registration form. For the purpose of registration, post office boxes will not be accepted as current, local street address.

CIRC 2.2 Minimum requirements for Registering All Adult Patrons

CIRC 2.2.1. Address and Identification Requirements.

To register, a patron shall present a current, valid Michigan Driver's License, Michigan Identification Card, or Resident Alien Card documenting identity and current street address.

CIRC 2.2.2. Exception 1.

If the patron cannot meet the requirement in CIRC 2.2.1, a credible photographic identification must be used to establish the person's correct, current name. Credible photographic identification means identification issued by an institution that will have made a determined effort to be sure that the person pictured and named on the identification is the person they claim to be. Examples of acceptable photographic identification are employment IDs, school IDs, and out-of-state driver's licenses and passports. IN ADDITION to a credible photographic identification, the person registering must provide one of the following to corroborate the name and establish the current street address:

- 1) Voter registration card;
- 2) Recent utility bill;
- 3) Hospitalization, insurance card or automobile registration;
- 4) Printed check;
- 5) Recent local property tax bill

(NOTE: Under Exception 1, a person must provide TWO specific documents. One is a photographic identification of the kind specified and the other is one of the specified documents used to establish the current street address of THAT person).

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CIRC 2.2.3. Exception 2.

By local option, the library may use one of the photographic identifications listed in Exception 1 to verify identity, AND mail the library card, return service requested, to the patron to verify the actual local street address. The library shall limit circulation to its own materials under this provision until the patron presents the valid card at an LLC member library. Under this exception, the registering library must place a message on the patron's account – including the date that the card was mailed – and upon presentation of the card at an LLC member library, that library shall remove the message. A block shall be placed on the patron account if the mailed card is returned to the registering library.

CIRC 2.3 Registration of Juveniles**CIRC 2.3.1. Juveniles with a parent or guardian present.**

Patrons under the age of 18 may be issued library cards provided a parent or legal guardian co-signer is present at the library and willing to accept financial and supervisory responsibility for the card's use. The co-signer must meet the registration requirements in CIRC 2.2.1 or CIRC 2.2.2 regarding identity and current street address verification. If the co-signer does not reside at the same street address as the patron being registered, the co-signer's street address shall be entered in the alternative address field of the patron record.

CIRC 2.3.2. Exception.

By local option, a library may issue a library card to a juvenile provided a parent or legal guardian's signature and identification number is obtained. A library registering a juvenile in this way MUST include this note, "Co-signer's ID not confirmed," with the date, library code and the initials or name of the staff member entering the registration.

CIRC 2.4 Alternative Registration

If a member library does not comply with Lakeland Library Cooperative Registration or Circulation Policies and Procedures, that member library will be financially responsible to the owning library for any lost or damaged materials. Member libraries must note on the patron record when a card is issued not in accordance with the Patron Registration Policy with the note

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“Alternative Registration” along with the date, library code and the initials or name of the staff member entering the registration.

CIRC 2.5 MichiCard Borrowers

- CIRC 2.5.1 Each LLC Library participating in the MichiCard program may make available to non-residents, per its own local policy, a Lakeland Library Cooperative Card for MichiCard Borrowers with borrowing privileges for use only at that library.
- CIRC 2.5.2 LLC Card for MichiCard Borrowers does not provide reciprocal Borrowing privileges within the cooperative. Such cards by definition are local use only cards, and as such, each patron registered for such a card shall be restricted from placing holds within the shared online system. The card can be used for check-out only at LLC libraries where the patron has established MichiCard borrowing privileges and the library participates in the MichiCard program.
- CIRC 2.5.3 MichiCard patrons may obtain borrowing privileges at as many participating LLC MichiCard libraries as they wish; however, LLC MichiCard patrons shall have only a single patron record in the shared online system. Libraries at which the patron has MichiCard borrowing privileges will be noted on the back of the patron’s LLC Card for MichiCard Borrowers.
- CIRC 2.5.4 Responsibility for materials borrowed using a LLC Card for MichiCard Borrowers rests with the library at which the materials are checked out.
- CIRC 2.5.5 Each LLC Card for MichiCard Borrowers will expire one year from the date that it is issued.
- CIRC 2.5.6 If a LLC member library does not comply with Lakeland Library Cooperative MichiCard Patron Policies and Procedures, that member library will be financially responsible to the owning library for any lost or damaged materials.
- CIRC 2.5.7 Any charges incurred by the patron must remain on his/her record

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until paid by the patron, even if State of Michigan library reimbursement has been received. State of Michigan reimbursement for lost materials does not absolve the patron from paying charges accrued. Borrowing privileges will be suspended until such time as the patron pays all outstanding charges on his/her account. If reimbursement is received from the State of Michigan, a note must be added to the record indicating such including the library, staff initials, and date of the receiving library.

- CIRC 2.5.8 A patron may reestablish borrowing privileges by paying all outstanding charges on his/her account. If the patron pays charges which have been reimbursed by the State of Michigan, remove the charges from the patron's account and append the note regarding State of Michigan reimbursement, stating "Paid by patron" with amount paid, date, library, and staff initials.

CIRC 2.6 Cooperation and Collections

Each member library shall fully cooperate with other member libraries in recovering lost materials and in establishing and enforcing the responsibility of patrons for lost or damaged materials. A member library may institute collection proceedings against a patron of another member Library who has damaged or failed to return materials belonging to the Library initiating the collection proceedings. No member library shall circulate materials to a patron who owes more than \$10.00 or is in collections. Payment contracts and suspension of collection activities can be arranged only by the library initiating the collection proceedings.

CIRC 2.7 Registration of Patrons of other libraries

No member library shall register a patron (issue a card) for another member library, without prior written agreement between the two libraries. All registration forms for library privileges shall be sent to the home library of the registering patron. When a patron moves from an area served by one LLC member library to an area served by another LLC member library, the patron shall be required to complete another registration at the new library which shall confirm all identification and address information. (Adopted by Cooperative Board 5/12/05)

CIRC 2.8 Temporary Patron Registration

Each participating library may make available a universal temporary library card for libraries to issue to other member libraries' patrons or non-Lakeland visitors. The issuing library will apply

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the minimum standards for patron registration as outlined in policies CIRC 2.2.1, 2.3.1 and 2.4. (None of the patron registration exceptions are allowable for temporary registration.)

Requirements and Services:

- 1) Temporary library cards will automatically expire thirty (30) days from the date of issuance.
- 2) A temporary card can only be issued once system-wide and only at one library with the expectation that the user will return to their home library to apply for a permanent card. Users cannot apply for temporary cards at multiple libraries.
- 3) A temporary card cannot be extended under any circumstance.
- 4) Temporary cards will remain in the Lakeland Library Cooperative system patron files for three (3) years unless fines or fees exist.
- 5) Temporary card database information cannot be updated by anyone, except when the home library issues a permanent card.
- 6) The issuing library staff will check the patron database so a duplicate patron temporary card is never issued.
- 7) The issuing library takes full responsibility for temporary card users and will retain the registration form.
- 8) Temporary card holders may not place holds on material and utilize the interlibrary loan feature.
- 9) By local option, libraries may restrict circulation to temporary card holders.

(Adopted by Cooperative Board 12/10/09)

CIRC 2.9 Patron Expiration Date

All regular patrons shall have an expiration date in their record. The date should be no more than three (3) years from the registration date. The renewal of an expiration date at the patron's home library can be for up to three (3) years. In order for a patron's renewal date to be changed at a library other than the home library; a patron shall present a current, valid Michigan Driver's License, Michigan Identification Card, or Resident alien Card documenting identity and current street address and the renewal date shall be for no more than one (1) year. Patrons whose records remain expired after three (3) or more years will be automatically deleted from the ILS system if they do not owe money or have items out. Lakeland Library Cooperative staff will notify member libraries of what expired records have been deleted. (Adopted by Cooperative Board 3/8/2007 and 12/10/09)

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CIRC 2.10 Universal Email Notification Waiver

The Lakeland Universal Waiver of Privacy Rights for the purpose of receiving e-mail notification is the standard form to be used. (Adopted by Cooperative Board 3/8/2007)

CIRC 3 Circulation of Materials**CIRC 3.1 Lost/Damaged Library Cards**

Money collected for the replacement of lost or damaged library cards will remain at the library where it is paid, regardless of the patron's residence.

CIRC 3.2 Responsibility for Materials Borrowed by Other Libraries' Patrons

The home library shall cooperate with the circulating library in attempting the retrieval of non-returned materials or the collection of sufficient funds to replace or repair lost or damaged materials.

CIRC 3.3 Items Lost or Damaged Materials and Manual Charges Paid For

When a lost or damaged item or manual charge is paid for at a library other than the owning library or charging location, the owning library or charging location must bill the collecting library within 1 year of the patron's payment date. If the owning library or charging location does not bill the collecting library within 1 year, the collecting library can retain the money. The owning library will invoice the collecting library using an integrated library system report.

CIRC 3.4 Damaged Items

If items are damaged or are missing pieces, the owning library shall determine whether or not to charge the patron.

CIRC 3.5 Overdue Fines

Overdue fines shall be retained by the collecting library.

CIRC 3.6 Use Fees Structures

The circulating library's fee structure governs materials circulated from that library, and any fees so collected shall be retained by the circulating library.

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CIRC 3.7 Loan Rules

Libraries are to honor the loan rules assigned to an item by the owning library.

CIRC 3.8 Collection Agency Fees

When a collection agency fee is paid at a library other than the submitting library, that collecting library may complete a Universal Payment form and send it to the submitting library. The submitting library will invoice the collecting library using an integrated library system report. If the submitting library or charging location does not bill the collecting library within one (1) year, the collecting library can retain the money. (Adopted by Cooperative Board 11/12/09)

CIRC 3.9 Claims Returned

Items may be set to Claims Returned status only by the Owing Library. (Adopted by Cooperative Board 5/10/2007)

CIRC 3.10 Refunds

Patrons who find and return lost and paid materials must contact the Owing Library concerning a refund. Refunds will be determined by the refund policy of the Owing Library. Any refunds will be issued by the Owing Library. (Adopted by Cooperative Board 5/10/2007)

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