

## **Shorewood-Troy Public Library**

### **Circulation Policy**

Approved September 10, 2010; Last Revised 2/13/2025

#### Circulation Policy

The circulation policies of the Shorewood-Troy Public Library District exist to facilitate community access to the materials and information in the library's collections, while protecting these same collections. The policies also ensure consistent services and fees for all patrons.

#### Sections:

1. Library Card
2. Material Loan Limits and Loan Periods
3. Renewals
4. Fees
  - Fees for Lost and Damaged Materials
5. Claims Returned
6. Overdue Notices
7. Library Material Holds

#### **1. Library Card Policy**

The Shorewood-Troy Public Library District issues library cards to facilitate loan of materials and to enable the library to keep a record of which materials are on loan to patrons.

#### Regulations:

##### Obtaining a Library Card

1. Any resident of the Shorewood-Troy Public Library District over the age of 18 may receive an adult library card upon completion of an application and a valid photo ID.
2. On the library card application, the applicant must provide his or her full legal name, address, date of birth, and contact information (e.g., an email address or a phone number).
3. Determination and acceptance of any particular form of ID is the prerogative of the library.
4. The person to whom the card is being issued must be present when applying for a card.
5. A virtual-only card can be obtained by going to the library's website address at <https://www.shorewoodtroylibrary.org> and following the "Get a Library Card" link. Inputting the requested information will allow the Library's vendor, Patron Point, to securely check the requestor's address information to issue a digital card, which can then be used to access the Library's e-offerings, including Libby and hoopla.
6. Residents of unincorporated areas contiguous to the Shorewood-Troy Public Library District may receive a library card with full borrowing privileges by completing the above steps and, in addition, paying an annual fee equal to the current tax rate (currently calculated by the General Mathematical Formula).
7. Anyone ages 5-17 can receive a juvenile card by having a parent or guardian fill out and sign the registration card.
8. All students in school districts served by the Shorewood-Troy Library (and whose family resides within the Library District boundaries) will receive a card upon registration in the school district. This card is the LIBRARY LINK card.

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9. Infants to age 5 may receive a 1000 Books Before Kindergarten Card. This card is limited to checkout of only items in the children's area. Once the 1000 books are read and the child turns 5, the card will convert to a regular library card with full borrowing privileges, once Circulation staff is notified about completion of the program.
10. Parents/legal guardians can sign a minor child up for a card without the child being present.
11. Institutions may receive an institutional library card providing the director of the agency is willing to sign a statement committing the institution to being responsible for all books checked out on the institutional card.
12. Teachers who work in any school, public or private, located within the Library's District boundaries, may receive a "teachers" card, which allows for an extended 9-week checkout of materials used for teaching. (7 day DVDs are not included in extended checkouts.) Teachers will be required to show a current school ID in order to receive the card; this card expires every year, and will need to be renewed in the fall. The teacher will be responsible for all items checked out on the teacher card, and for all fines which may accrue. This account does not allow for the renewal of items. This card is only valid at the Shorewood-Troy Public Library (issuing library) and cannot be used for reciprocal borrowing at other libraries.
13. Short-term visitors may receive a temporary card, good for three months. The visitors' card will NOT be able to be used to request items from other libraries, nor can it be used for reciprocal borrowing privileges at other libraries. The card will be for local checkout only.
14. Borrowers who reside in library districts outside of the Pinnacle Consortia may receive access to our materials and catalog by registering their home library's card with our Library. The library card must be current (not expired) and their account must be in good standing with their home library. Reciprocal borrowers will have to provide our library with all relevant contact information.

#### *Renewal of Library Cards*

1. All library cards are valid for three years. At the end of that time period, patrons will be asked to verify their address and phone number in order to renew their privilege.
2. If during the course of the privilege period, a patron moves from a Shorewood-Troy Public Library District address to an out-of- district address, but still within the Pinnacle Library Cooperative, the patron will be required to have their STPL card transferred to their new home library. If the move is outside of the Pinnacle Cooperative boundaries, the STPL should be notified, so the account can be closed.

#### *Use of Library Cards*

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1. Patrons can maintain full library privileges by:
  - i. returning materials on or before the due date
  - ii. adhering to the borrowing limits for all types of material
  - iii. paying for lost or damaged materials
  - iv. keeping the amount of money owed below \$20.00
  - v. promptly informing the library of any change of address or phone number
2. Patrons must present a library card OR identification in order to check out. Whenever a patron calls in to conduct a transaction on his/her account, he/she must provide either library card number and/or his or her name, plus address for full verification.
3. A patron's record will be marked delinquent when items are overdue or money is owed.
4. A patron retains full library borrowing privileges as long as his/her library record is not blocked.
  
6. Library accounts become *blocked* under the following circumstances:
  - a. When the total amount of unpaid fees exceeds \$20.00
  - b. 5 items or more are overdue
  - c. when the patron has excessive bills
  - d. when the patron has long overdue or assumed lost items
  - e. when the patron has undeliverable mail or an invalid phone number
  - f. when an item is returned damaged or with pieces missing.
  
8. Once a patron's library card is blocked all library privileges for that patron are suspended including borrowing and renewal of items until the account is cleared.
  
9. Using another patron's library card to check out materials is not permitted.

#### *Lost, Stolen, or Previously Issued Library Cards*

1. Patrons must report lost or stolen cards in order to avoid being held responsible for materials checked out on their cards.
2. If a patron reports a card lost or stolen, the patron must provide identification in order to get a new library card.
3. Children under the age of 18 must have a parent/guardian with a valid ID, in order to get a new library card.
4. Once a new card is issued, the original card's barcode is no longer valid

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#### *Patron Responsibilities*

1. Because the Shorewood-Troy Public Library District verifies the identity of all library card applicants, the individual named on the account is responsible for all fines and fees assessed to that account.
2. A library patron is responsible for all materials checked out on his or her card or on the cards of children for whom he/she has signed library card applications regardless of who checked the items out.
3. All lost or stolen library cards should be reported immediately because the owner of the card is responsible for all items checked out on the card until the card is reported lost or stolen.
4. When a patron moves, it is the responsibility of the patron to inform the Shorewood-Troy Public Library District of the new address.

## **2. Material Loan Limits and Loan Periods**

The Shorewood-Troy Public Library District sets loan periods and loan limits in order to provide patrons with fair and reasonable access to the library's resources.

#### Definitions:

- A loan period is the total number of hours, days, or weeks that one patron can keep a specific item.
- A loan limit is the total number of items of a specific type or total value that any one patron can have on loan at one time.

#### Regulations:

- a. Books, magazines, audio books and music CDs have a loan period of 21 days. There is no limit on the amount that can be checked out at one time.
  - b. **LUCKY DAY BOOKS** have a loan-period of 14 days, with no renewals. There is no limit on the amount that can be checked out at one time.
  - c. **LUCKY DAY MOVIES** have a loan-period of 7 days, with no renewals. There is no limit on the amount that can be checked out at one time.
  - d. Fiction DVDs have a loan period of 7 days. Nonfiction DVDs and DVD collections of TV series check out for 21 days.
  - e. Electronic video games have a loan period of 7 days, and a check-out limit of 5 video games per card.
  - f. Loan periods on 21-day books may be extended at patron request in the event of vacations, with the exception of books that are in the "New" category. However, the total loan period may not exceed nine weeks in length.
  - g. When the due date falls on a holiday for which the library is closed, the loan period will be extended until the next day that the library is open.
2. All borrowed materials may be returned to any library in the Pinnacle Library Cooperative, with the exception of hotspots, Rokus, Children's LitBags, or

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Jobseeker kits. All items that are “exceptions” do have notifying tags on their cases informing patrons that the items should be returned only at the Shorewood-Troy

3. When the renewal limit has been reached, it is the patron's responsibility to return the item or it will accumulate days past due, resulting in a replacement cost fee.

### **3. Renewal Policy**

The Shorewood-Troy Public Library District allows patrons to renew library materials as a courtesy to patrons who have not completed their use of an item. Limits on renewals exist so that all patrons can have an equal opportunity to use the library's materials.

#### **Definition:**

A renewal is an extension of the original loan period.

Patron items are automatically renewed by the library's software three days before an item is due UNLESS there is an existing hold on the item or if there no more holds available.

*Example: a DVD is due on the 10<sup>th</sup> of the month. An automatic renewal would happen on the 7<sup>th</sup> of the month. The new due date would be the 17<sup>th</sup> of the month (DVDS check out for one week).*

Regulations:

1. Renewals are granted dependent upon:
  - a. material type
  - b. the presence of a request for the material by another patron
  - c. the total amount of renewals already granted to that item
2. Library materials can be renewed in person, by phone or through the library's on-line catalog on the Shorewood-Troy Public Library District website, although the software will renew automatically.
3. All materials except video games, Rokus, and hotspots, will be granted two renewals. Renewals extend the term of the loan for three weeks at a time. DVDS and video games are one-week checkouts.
4. Children's LitBags and Lucky Day Items are not renewable.
5. To maintain the integrity of the reserve system, items for which other patrons have placed holds may not be renewed.
6. When the renewal limit has been reached, it is the patron's responsibility to return the item or risk incurring a fine or lost book charge.
7. The computer/staff will provide patrons with the new due date whenever an item is renewed. If an item is renewed over the phone, it is the patron's responsibility to record the new due date.
8. Renewal requests for Interlibrary Loan materials can only be granted through the Interlibrary Loan/Reference Department. They must be requested at least three days before the item is due.

### **4. Fees**

The Shorewood-Troy Public Library District charges fees to offset the cost of recovering and replacing lost and damaged library materials.

**Definitions:**

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- A fee is a fixed charge imposed to cover the cost of processing replacement library materials or recovering or replacing lost ones.

#### Regulations:

##### Fees

- Borrowing privileges will be suspended when the amount of money owed reaches or exceeds \$20.00 in fees (lost or damaged items).

##### Miscellaneous Fees

#### **Fees for Lost and Damaged Materials**

1. Once items have been kept 90 days after the due date, the item will be assumed to be lost and will be marked "assumed lost".
2. The library reserves the right to charge a fee to cover the cost of lost or damaged materials (See chart below). The patron may be charged for other types of damage depending upon the severity. The replacement cost of lost books, magazines, audio books, videos, DVDs, and music CDs will be based on the bibliographic record price of the item.
3. Once a patron has been sent a collection letter, the patron's account will be blocked, and all fines must be paid in full before borrowing privileges can be restored.
4. The full cost of the item shall be assessed for any items returned damaged if the extent of the damage renders the item unusable.
5. Damaged items become the property of the patron who paid for them.
6. Once an item is paid for, the transaction is complete. The library can no longer authorize refunds. The Library does not accept replacements in lieu of lost items.

<b>Replacement Fees:</b>	<b>Cost:</b>
AV Cases	\$2.25
Audiobook Case	\$10
Barcode Label	\$2.50
Individual CD in Audio Book	Current List Price
Literacy Bag	\$12
Items in Literacy Bag	Current List Price
AV Cover	\$3
Browsing Basket	\$10
Mylar Replacement	\$2.50

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#### Lost and Damaged Items:

1. Materials that are *damaged*, beyond normal wear and tear, and can no longer be circulated will be billed to the patron. Patrons will be billed for the full replacement cost of the item.

Items overdue for more than 180 days will pay the replacement cost.

2. Damaged items that have been paid for in full will be given to the patron upon request. The patron will be notified to pick up the damaged item once it is withdrawn from the catalog. The patron will have 10 days to pick up the item.

3. Patrons will be billed for the full replacement cost for LOST items.

4. Up to 2 renewals for missing items will be allowed until the item is confirmed lost.

5. An item is "assumed lost" after 180 days of being in checked-out status. After 6 months of checked out status, the item's barcode and bibliographic record is removed from the system. Once the item is removed from the system, it will no longer be accepted back. The replacement fee will be charged to the patron's account. If an item is returned after reaching this status, it is at the discretion of the Department Head whether or not this item will be accepted back. If it is decided that the item is not to be accepted back, the patron will pay the full replacement cost and keep the item

6. Replacement cost for lost or damaged inter-library loan materials will be at the discretion of the owning library/agency.

7. Once an item is paid for, the transaction is complete; the library can no longer authorize refunds.

#### **5. Claims Returned Policy**

The Shorewood-Troy Public Library District extends the privilege to patrons of claiming that they have returned materials that the circulation system indicates are still checked out to them. This policy acknowledges that staff occasionally errs in discharging books from a patron's record.

#### Definitions:

Claims Returned means that a patron has indicated that they have returned an item that the computerized circulation system indicates is still on their account.

#### Regulations:

1. If a patron indicates, by phone or in person, that they have returned items the computerized circulation system indicates are still checked out to them, the staff will search the shelves for the items. This may include contacting the owning library of a book that has been loaned through the interlibrary loan system.

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2. A staff person will initiate a shelf search. If the staff person finds the items in question, the items will be discharged from the patron's record in such a way that no fines will be incurred.
3. If the staff member does not find the items in question on the shelf, he/she will mark the items claims returned on the patron's record.
4. Patrons will be notified either in person or by phone of the status of their accounts after the search.
5. Items marked claims returned remain on the patron's record. Patron's may have four claims returned items on their record and maintain borrowing privileges. Upon claiming the fifth item to be already returned, the patron will lose his or her borrowing privileges until the items in question are returned or paid for. Claims returned status will be removed from an item on a patron's record only if the item is located either by the patron at home or by staff at the library and subsequently discharged.
6. The library maintains, as a part of the patron's record, the number of items a patron has claimed to return over their lifetime as a patron.
7. If a patron finds an item previously claimed to be returned they are expected to return the item to the library and will not incur a penalty for doing so.
8. Materials owned by another library may still have fines and fees associated with a "Claims Returned." Fines and fees are left to the discretion of the owning library.

#### **6. Overdue Notices**

The Shorewood-Troy Public Library District sends overdue notices (via email or automated telephone message) to patrons as a courtesy to remind them of materials kept past the due date. This service is a "courtesy" and it is ultimately the patron's responsibility to keep track of the due dates of their items.

#### **Definitions:**

An overdue item is an item that has not been returned to the library by the due date.

An overdue notice is a voice/mail/email notice listing library materials that have been retained past the due date.

Bill Notices are mailed to the patron when an item is 21 days overdue. Collection notices will be sent with a letter from the Library Director after an item is more than one month overdue. Once an account is 60 days overdue, the account will be turned over to Unique Management Collection Service. A letter will be sent as the first contact regarding the delinquent account. An initial phone call will be made on the 95<sup>th</sup> day, leading up to the account being filed on the patron's credit report on the 150<sup>th</sup> day overdue.

#### **7. Library Material Hold Policy**

The Shorewood-Troy Public Library District accepts holds for library materials in order to provide access to high demand materials and materials located at the various Pinnacle Library Cooperative libraries. In cases where the item is unavailable within the Pinnacle Cooperative, a librarian may request the item from another library system, either within or outside of Illinois.



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#### Definitions:

A hold is a request, placed by a patron, for an item from the collection to be held in their name for future pickup from a designated location.

#### Regulations:

1. There is no charge for placing a hold on library materials.
2. Some items in the online catalog may not allow holds placed on them.  
**CHILDREN'S LIT-BAGS AND LUCKY DAY COLLECTION ITEMS WILL NOT ALLOW HOLDS.**
3. Patrons may place holds in person, by telephone, and via the Pinnacle online catalog on the library's website
4. Patrons will be notified by phone or email that the held item is available for pickup.
5. Patrons may place a hold on on-order items as soon as they are listed in the online catalog.
6. Holds will be held for the patron for 5 days after the notification date.
7. A patron can designate another individual to pick up their hold by notifying the library in advance.
8. Due to privacy concerns, if the patron picking up the hold is not the patron that placed the hold, the patron picking up the hold will need to have the library card of the individual who placed the hold.
9. Holds will remain active for 12 months. If the hold has not been filled by that time, patrons will receive a notice from the library that their hold has been cancelled.

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