

Lower Umpqua Library District	Administrative: Circulation Policy	Number A-026 Page 1
Effective date: 09-20-2021 Revised: 04-18-2023	OPR: Board of Directors	Author(s): Kuestner

Checking Out Materials

A library patron shall present his/her library card in order to check out materials. If the library card is not in his/her possession staff will confirm the patron's identity either by requesting photo identification or by asking three verification questions based on the information on the patron's account. For example, the patron could be asked to confirm the birthdate, address and/or phone number listed on the account. These same verification questions will be asked of patrons who inquire about their library account information or request renewals over the phone.

Staff are not required to request photo identification or verification details from frequent in-person library visitors whose identities are well known to staff, provided that they have shown their IDs on earlier visits.

Patrons with outstanding fees of \$5.00 or more will not be allowed to check out additional materials. Patrons are responsible for the use of their own library cards and should report lost or stolen cards promptly.

Circulating materials may be borrowed by cardholders for three (3) weeks/twenty-one (21) days.

Patrons may checkout up to twenty-five (25) total items with the following limitations:

- DVD limit is ten (10) items
- Hotspot limit is one (1) item
- Magazines do not count against the limit

The receipt received at checkout serves as the official notice of the due date for an item or items. The patron is responsible for knowing the actual return date.

Checking In Materials

Items must be returned to the Lower Umpqua Library in the designated book return inside the building or the book depository outside the building. All items are checked for damage and completeness before they are checked-in and removed from a patron's account. A patron

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whose items are checked-in after the due date will be assessed late fees by the library's automation system.

Items Returned Incomplete

If a patron returns an item that is lacking one or more of its components, the patron is responsible for returning the missing component(s). The library will contact the patron. The item will not be removed from the patron's account (i.e. will not be checked-in) until the missing component(s) is/are returned. In the event the patron does not return the missing component(s) the item will be considered "lost" after thirty (30) days and the patron's account will be assessed the appropriate fees.

Extended Use Fees

Extended Use Fees (late/overdue fees) are assessed if an item is not returned by the due date. The fee is \$0.15 per day per item, reaching a maximum of \$2.00 per item.

Renewals

Library materials may be renewed through the Online Public Access Catalog <https://luld.bywatersolutions.com/>, by staff, or at the self-checkout machine. Items may be renewed up to two (2) times, but items with holds cannot be renewed.

Lost Materials

If a patron loses an item, the patron is responsible for the replacement cost and a processing fee for that item. In the event that no amount is indicated in the item record, the replacement cost will be the amount the item is listed for sale as a new item and the processing fee. The patron may replace or substitute the lost item with a new item with prior approval of library staff. If a lost item has been paid for and then found, the patron may donate the item. Sorry, no refunds. If a patron is in collections, items returned will be considered donations.

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Overdue Materials

Materials checked out and not returned thirty (30) days after the due date are considered “lost”. The patron is billed for the replacement costs of the materials and processing fees.

Damaged Materials

Damage to items beyond normal wear and tear, including purposefully defacing or destroying library material, is the responsibility of the patron. Fees for damaged materials are the replacement cost for the material and a processing fee. If the patron has lost or permanently damaged a DVD but still has the case, the patron is responsible for the entire amount of the item. The price of the case will not be subtracted from the replacement cost. Any water damaged items will be kept for 30 days for inspection by the patron and then discarded. This is to protect our collection. If a patron goes into collections, damaged items will not be held.

Claims Returned/Claims Never Had

When a library patron claims that an item still charged out to him/her has been returned to the library, or that he/she never borrowed that item in the first place, the patron may request that the library mark the item as "Claims Returned". Patrons are limited to five (5) claims returned/claims never had in total for the duration of their library account.

Holds

Patrons may place up to twenty-five (25) hold requests on circulating items. Hold items are held for ten (10) days. Due to their high popularity, hotspots are held for three (3) days. If the item is not picked up within the time allotted, the hold is cancelled and the item is returned to circulation or fills the next hold in the queue. In order to check out the hold item, the patron must present the library card on which the hold request was made or be a designated cardholder associated with the patron who originally placed the hold. No pickups will be allowed without the originating card or a designated patron association. If a patron presents the card that originated the hold or the patron has an associated library account, check out will be allowed even if the cardholder is not present at the time of pick up. No other account information will be shared without proper identification or presenting the library card.

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Expired Library Accounts

Library accounts will need to be renewed each year to allow staff to update contact information. All bills owing need to be paid at this time.