

Arkansas City Public Library

CIRCULATION SERVICES

3.1 Library Cards

Anyone can obtain an Arkansas City Public Library card by providing:

- A picture ID and some form of identification listing both his/her name and current address (examples include state driver's license, state ID, student ID, utility bill, bank statement, checkbook, cancelled letter, etc.),
- A completed library card application with a social security number OR driver's license number, including name, address, and phone number or e-mail address,
- Agreement to abide by the rules and regulations of the library by providing a signature on the library card application.

No one may have more than one active library card at any one time. Possession and use of a library card indicates agreement to abide by all rules and regulations of the library. Library cards are not intended for any use outside of the library and cannot be used for identification purposes other than for services and materials available at the library.

Patrons must present their library card or some form of identification to check out materials.

Library cards are classified "not in good standing" when the account contains charges for lost or damaged materials, or if one or more items are overdue. A patron may check out library material once the outstanding balance is paid, the overdue materials are renewed, or all outstanding items are returned. When unable to check out materials, the patron will be limited to "in library use only" of materials.

FOR PERSONS UNDER THE AGE OF MAJORITY & HOUSEHOLDS

In Kansas the age of majority is eighteen (18) years of age. In cases where an individual is or has been married, the person is treated by law as having achieved "age of majority." Library cards are issued to any person under the age of majority (hereinafter called a "minor") whose parent or legal guardian presents appropriate identification and completes the library card application form and signs the permission statement. The parent or legal guardian is the financially responsible party for all items checked out on a minor's library card, as well as for the behavior and conduct of the minor in the library. Library cards issued to minors will be linked electronically to the card of the parent or legal guardians. These links are referred to as associations. Associations may also include spouses and other family members living in the same household. All cards that are associated will be classified as "not in good standing" if any account contains charges for lost or damaged materials or overdue fines.

Approved by ACPL Board on May 1, 1996. Amended May 12, 1999. Revised June 14, 2006; October 10, 2007; July 20, 2009; December 10, 2012; July 11, 2016; February 12, 2018.

3.2 Replacement Library Cards

Replacement cards will be issued for lost or destroyed cards for a fee. Stolen or worn out cards will be replaced free of charge, or at the discretion of library staff. The patron must verify his/her identification and contact information before a new card can be issued.

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Approved by ACPL Board on May 1, 1996. Revised June 14, 2006; October 10, 2007.

3.3 Loan Periods & Limits

Library materials may be checked out to anyone with an ACPL card in good standing. To check out materials, the patron must present his/her library card or some form of identification.

The following is a list of general loan periods for the Arkansas City Public Library. These periods and limits are subject to change, at the discretion of the Library Director in consultation with other library staff.

<u>Type of Material</u>	<u>Check Out Period</u>	<u>Renewal Period</u>	<u>Limit of Items Per Patron</u>
Audio Materials	3 weeks	3 weeks x 2	None
Books	3 weeks	3 weeks x 2	None
Magazines*	1 week	None	None
Newspapers*	1 week	None	None
Videos	1 week	None	5
Non-Traditional	1 week	0	None
Microfilm	None	None	
Reference	None	None	

* Current issue does not circulate.

Approved by ACPL Board on May 1, 1996. Revised June 14, 2006; July 20, 2009; June 13, 2016.

3.4 Claims Returned

For those items which a patron claims to have returned or claims to have never checked out, a claims returned form will be required. The patron will fill out and sign the claims returned form and will be issued a sheet explaining the process. A library staff member will check the shelves on a weekly basis for the material, for a total of four (4) months past the due date. The item(s) will continue to be associated with the patron and notices sent according to the regular schedule.

1) If found by library staff in the library: Item will be checked in.

2) If found by patron: Item will be checked in.

3) If not found after 4 months past the due date: Item will go into lost status and the list price or replacement cost will be charged against the patron's record along with a standard processing fee.

Approved by ACPL Board on May 1, 1996. Revised February 9, 2005; June 14, 2006; October 10, 2007.

3.5 Reserves & Holds

Patrons who wish to read materials that 1) are on order but have not been received, or 2) are currently in use may request that their names be placed on a waiting list. This is called a Hold. Patrons are notified when the material is available for them to check out. After notification the materials will be held at the Circulation Desk for a limited number of days. If

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not picked up within this time, the next patron on the waiting list will be notified or if no one else is on the waiting list, the item will be returned to the shelves.

When the library has been notified that a number of people will need materials on a particular subject or will need access to the same material(s) in a limited time frame, those materials will be placed on a Reserve Shelf and will be checked out to patrons FOR LIBRARY USE ONLY. Occasionally, the library will also place items on Reserve for outside agencies or other entities and serve as the location for access to these items. Items on Reserve must be approved by the Library Director or the Circulation & Reference Librarian.

Approved by ACPL Board on May 1, 1996. Revised June 14, 2006.

3.6 Lost & Missing Items

If a patron does not return an item within four (4) months, the item goes into lost status. At that time, the patron is charged the retail cost of the item plus a processing fee. If a price is unavailable for an item, or it is so old that retail price when purchased would not cover the cost of a replacement, then a standard, default cost as determined by the ACPL Schedule of Fees will be applied, plus a processing fee. A minimum charge for lost, missing, or damaged items may be set by the Board of Trustees. The library is under no obligation to purchase an exact replacement of any item lost or missing, and may instead choose to buy a comparable item that is newer or more relevant at the time of purchase.

If a patron has already paid for a lost item and then returns the item within 30 days, the cost of the item is refunded, less a processing fee. Refund checks for lost items are issued by ACPL on a biweekly basis.

Approved by ACPL Board on May 1, 1996. Revised June 14, 2006; October 10, 2007.

3.7 Damaged Materials

When a patron returns materials that are damaged beyond repair, they will be charged for the retail cost of the item plus a processing fee. If the item is out of print or it is so old that retail price when purchased would not cover the cost of a replacement, the replacement cost will be set by the ACPL Schedule of Fees, plus a processing fee. If the item is still in circulating condition, a lesser charge may be applied to the patron's card to cover costs for cleaning and/or repairing the item. If the item can be rebound, the patron will be charged the actual cost of rebinding the item plus a processing fee. Patrons will be contacted about the charges applied to their cards for damaged materials.

Approved by ACPL Board on May 1, 1996. Revised June 14, 2006.

3.8 Interlibrary Loan (ILL) Materials

All ILL material will be checked out and checked in through the circulation system. In most cases, ILL requests will NOT be placed for patrons who are not in good standing. At the discretion of the Library Director, ILL material for ACPL patrons whose cards are not in good standing may be ordered and made available for "in library use only" until the good standing of the card has been restored.

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Approved by ACPL Board on May 1, 1996. Revised June 14, 2006.

3.9 Overdues

The overdues process is set up so that patrons are notified in a timely manner of non-returned items. Notice of overdue items can be made through postal mail, e-mail, or telephone calls. Notice of overdue items for a minor's library card will be sent in care of the responsible party. All efforts are made to ensure that items in an overdue status have not been received by the library and mistakenly returned to the shelves while still checked out. Overdue notices are sent out on a scheduled basis so patrons have ample opportunity to return library materials before they are charged for non-returned items. A final notice is sent for all items not returned after 2 months past the original due date.

Overdue fines are assessed only for items with a material type of ILL, DVD or NEW. Patrons will be allowed a 24-hour grace period to return ILL, NEW or DVD items without fine. There are no per day overdue fines assessed for other items that are kept past their due date. Items may be renewed by phone within 7 days of the original due date. After 7 days, items must be brought back to the library for renewal. No patron may check out items if they have items currently checked out that are more than 7 days past due. ILL requests will not be processed for patrons who have overdue items.

Approved by ACPL Board on June 14, 2006. Revised October 10, 2007; Revised January 11, 2010.

3.10 Further Collection of Amounts Owed to the Library

Library patrons who do not return items after being sent two overdue notices are given the status of "Privileges Suspended." Returned mailers, disconnected phone numbers, or other indications of inaccurate contact information will automatically change patrons with overdue items to "Privileges Suspended." Patrons are sent at least 3 notices regarding their overdue materials, and/or contacted by phone or e-mail. ACPL will take appropriate action to collect on debts owed to the library for non-returned items from patrons, including but not limited to using a collection agency, submitting debts to the Kansas Setoff Program, and involving local law enforcement. A minimum charge for non-returned items may be set by the Board of Trustees on the ACPL Schedule of Fees.

Approved by ACPL Board on February 9, 2005. Revised June 14, 2006; October 10, 2007.

3.11 Lending of Library Equipment

Library equipment that is cataloged and barcoded is available for borrowing by patrons, such as headphones and disk drives. Most use of library equipment will be IN LIBRARY USE ONLY. Some equipment may be lent to individuals, other organizations, and groups outside the library only with the approval of the Library Director. The circulation period and any fees or fines charged for the use of library equipment will be determined by the Library Director.

Approved by ACPL Board on June 14, 2006; Revised October 10, 2007.

4.12 Lending of Library Laptops

Library-owned laptops will be available for IN LIBRARY USE ONLY when the desktop PCs are fully in use. Only patrons in good standing with a current library card and either a driver's license or an official State of Kansas ID will be allowed to use the laptops. Patrons must leave their driver's license or an official State of Kansas ID, their keys, *and* their library card at the circulation desk while they are using the laptop. The above three items will be returned to patrons when they return the laptop.

Approved by ACPL Board on July 20, 2009.

4.13 Equipment & Special Materials Lending

The Arkansas City Public Library lends various, special types of equipment and materials to Arkansas City Public Library card holders ages 17 and above (as well as to schools and businesses that are approved by Director and who are responsible for costs associated with damages and/or stolen devices), with Library cards in good standing (i.e. library card is not blocked due to unpaid fines, lost or overdue material). **THE LENDING PERIOD IS ONE WEEK** (a longer period may be given only upon approval by the Director). Only certain items may be reserved or renewed. The special equipment & materials are available at the main circulation desk. The Library reserves the right to refuse service to patrons who abuse equipment or who are repeatedly late in returning the equipment and materials. The Library is not responsible for any liability, damages or expense resulting from use or misuse of equipment and materials. The patron will hold harmless the library for any claims or damage caused by the equipment rented.

- A patron must sign the Equipment and Special Materials Lending policy acknowledgement *every time such materials are lent*. Once checked out to a patron or business, it becomes the responsibility of that patron or business.
- Any changes in condition or content while in the patron's care will be the patron's responsibility. The patron is responsible for damage, loss or theft. Patrons should have a basic working knowledge of the equipment/materials upon checkout. If any problems are encountered, patrons should return the device immediately to ACPL and consult staff.
- Equipment & special materials should never be returned in the book drop or to another library. If returned in the book drop, a \$20 fine will result. If damage is discovered by Library staff, replacement costs* and a \$20 processing fee will be added to the patron's account.
- Reservations/Holds for equipment and special materials must be made in person at the Library.
- An overdue charge of \$20 per day up to five days (\$100 limit) will be charged for equipment or special materials that are not returned. Patrons are responsible for full replacement costs* if the equipment/material is lost, stolen, damaged, or otherwise not returned.
- Rental and deposit fees may be applied to some items, with deposits only returned if item is returned in proper working condition.
- **If the borrower fails to pay the replacement cost, they will lose all library services. If equipment or materials are not returned in a timely manner, civil and/or criminal action may be taken.**

**Replacement costs cover the current price of the equipment or material. For hotspots, this includes a prorated amount of data costs already paid by the Library. This also includes applicable fines and fees.*

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Approved by ACPL Board on May 9, 2016. Revised June 13, 2016; March 13, 2017.

Checkout—Patron: *Please fill out the following fields. This confirms you have read, understand, and agree with the Equipment & Special Materials Lending policy*

Print Name: _____ Signature: _____

ACPL Staff: *Please check off to indicate that all pieces of equipment are present at time of check-out. Note Patron's last name and due date in appropriate corner.*

Type of equipment/material: _____ Date: _____ Library Card # 27005 000 _____

If Mobile Hotspot:

Mobile Hotspot _____ Rechargeable Battery _____ USB Charger _____ Carrying Case _____
Getting Started Guide _____

ACPL Staff Initials & Date _____

Check-In—ACPL Staff: *Please check off to indicate that all pieces of equipment are present at time of check-in. Return to Director for restoration, if needed.*

Turn on device & check Wi-Fi name. It should say Ark City Public Library ###. If it does not, return to assistant director.

Mobile Hotspot _____ Rechargeable Battery _____ USB Charger _____ Carrying Case _____
Getting Started Guide _____

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ACPL Staff Initials & Date _____