



Circulation Policy Manual

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PORTAGE LAKE DISTRICT LIBRARY HOURS

| DAY OF WEEK | OPEN | CLOSE |
|-------------|------------|-----------|
| Monday | 10:00 a.m. | 8:00 p.m. |
| Tuesday | 10:00 a.m. | 8:00 p.m. |
| Wednesday | 10:00 a.m. | 8:00 p.m. |
| Thursday | 10:00 a.m. | 8:00 p.m. |
| Friday | 10:00 a.m. | 5:00 p.m. |
| Saturday | 10:00 a.m. | 3:00 p.m. |
| Sunday | | CLOSED |

PORTAGE LAKE DISTRICT LIBRARY HOLIDAYS

PLDL will be closed the following days each year:

January 1 – New Year’s Day

Good Friday – close at noon

Memorial Day

July 4 – Independence Day

Labor Day

Thanksgiving Day

Thanksgiving Observance

December 24 – Christmas Eve Day

December 25 – Christmas Day

December 31 – New Year’s Eve Day

PATRON REGISTRATION

The Portage Lake District Library issues resident and non-resident library cards. All patrons who borrow materials must be registered and show their own PLDL card to borrow materials (some exceptions are noted below).

- A PLDL card can only be used by the patron to whom the card was issued. Exceptions:
 - 1) In cases of emergency or hardship, where a Patron Card Waiver Form has been filled out and approved, or
 - 2) When a written Holds/ILL Pickup Waiver has been signed by the original patron.
- PLDL cards are not transferable.
- Library materials will not be loaned to any patron who does not show his/her PLDL card at the time of check out.
- A PLDL patron is responsible for all materials borrowed on his/her card and agrees to abide by library lending rules, policies and regulations.
- All patrons will be charged a fee to replace a lost, damaged or stolen library card.
- Patrons should report lost or stolen PLDL cards to the library immediately. The PLDL is not responsible for fraudulent use of a PLDL card if the card is not reported lost or stolen to the PLDL staff. Patrons are responsible for items checked out on unreported lost or stolen library cards.
- The PLDL staff reserves the right to require any patron to verify his/her identity.

FEES AND FINES

| | |
|---|---|
| Overdue library material | The library no longer charges overdue fines |
| Lost, damaged, stolen library card (individual) | \$ 2.00 |
| Annual non-resident borrowing privileges | Individual - \$110.00 Family - \$155.00 |
| Six-month non-resident borrowing privileges | Individual - \$60.00 Family - \$80.00 |
| Three-month non-resident borrowing privileges | Individual - \$35.00 Family - \$45.00 |
| Non-profit, outside service area, serving PLDL area | FREE |
| Non-profit, outside service area | \$155 |
| Fax – send (per page) | \$1.50 for 1 st page, \$.25 for each additional page |
| Fax – receive (per page) | \$.75 for 1 st page, \$.25 for each additional page |
| Returned check | \$20.00 |

DEFAULT REPLACEMENT FEES

(Assessed when no current list price is available):

| <u>Item</u> | <u>Default Replacement Fee</u> |
|---------------------|-----------------------------------|
| Juvenile Easy books | Current value/determined by staff |
| Music CDs | Current value/determined by staff |
| Hardbound book | Current Value/determined by staff |
| Magazine | \$10.00 |
| Paperbacks | |
| Pocket-sized | Listed Value/determined by staff |
| All others | Listed Value/determined by staff |
| DVDs | Current value/determined by staff |
| Audio books | Current value/determined by staff |

FINES AND NOTICES

It has been demonstrated that the imposition of fines does not act as an effective deterrent to the late return of materials. However, fines do serve as an inequitable barrier to service, disproportionately impacting children and community members with the least financial resources. The library values equitable service and barrier-free access to information and services, and will no longer impose or collect fines for the late return of materials.

Items that are lost, returned with damage or missing parts, or otherwise not returned in the same condition as when they were checked out will be billed accordingly.

The Library will send an automated email to patrons the first day an item is overdue. When an item is one week overdue, patrons receive an automated call from the library. A final overdue notice is mailed to patrons when an item is 4 weeks overdue. Patrons are billed for the replacement of an item when it is 40 days overdue.

Unresolved/unpaid bills over \$25.00 will be submitted to a collection agency three weeks from the date on the bill.

SUSPENSION OF BORROWING PRIVILEGES

PLDL borrowing privileges will be suspended for any of the following reasons:

- When a patron receives a bill for materials that have not been returned – borrowing privileges will be suspended until the materials have been returned and all fees and fines have been paid in full.
- When a patron owes for lost or damaged PLDL materials – borrowing privileges will be suspended until all fees are paid in full.
- When a library card has expired and the patron has overdue materials – all overdue materials must be returned and all fines/fees paid before the library card will be renewed and borrowing privileges re-instated.
- When a library card has expired – cards may be reactivated upon verification of identification and payment of any fees due.

CONFIDENTIALITY

The Portage Lake District Library will adhere to all provisions of the Library Privacy Act, Michigan Public Act 455 of 1982.

All records, formal and informal, in the PLDL relating to patron registration and the subsequent circulation by patrons of materials provided by the Library are considered confidential in nature.

In order to prevent an unreasonable invasion of personal privacy, the contents of registration and circulation records shall not be made available to anyone outside of the library staff, except under the written order of the Library Director, such order having been issued pursuant to a proper legal process, order or subpoena under the law –OR- when patron registration information may be released to third parties for debt collection. Circulation information (book titles, etc.) will not be released to third parties.

Upon receipt of any legal process, order or subpoena, the person named and/or served shall immediately report to and consult with the Library Director to determine if such process, order or subpoena is proper and in full compliance with the proper legal authority. In the event the legal process fails to sufficiently identify or name in specific terms, or specifications, the records on file in respect to an identified library patron, the request is considered defective and not binding upon the Library and its personnel, except under further due process of law.

EXCEPTION: For possible exceptions to this confidentiality policy, see PLDL “Internal Policies and Procedures for Requests for Library Records in Compliance with the USA Patriot Act of 2001.”

DENIAL OF REQUEST FOR INFORMATION FORM

Portage Lake District Library

TO:

You are hereby notified that your request of ____/____/____ has been denied because the information requested is exempt from disclosure pursuant to MCL 15.243 (1)(a). The public library maintains a policy of confidentiality of library patron records and will not release library patron names, addresses or telephone numbers, or information related to patron circulation records.

Under Michigan law, you may commence an action in the Circuit Court to compel disclosure of public records (Freedom of Information Act, Sec. 10, MCL 15.240). We have attached a copy of the Freedom of information Act for a full explanation of your right to seek judicial review under Section 10.

Name: _____

Title: _____

Date: ____/____/____

DEFINITION OF A RESIDENT

A resident of the PLDL library district:

- can prove legal residency in the City of Houghton, Chassell or Portage Townships;
- and/or is the legal owner of real property in the City of Houghton, Chassell or Portage Townships.

DEFINITION OF NON-RESIDENT

A person who does not legally qualify for residency under either of the above definitions shall be considered a non-resident and may apply for annual or seasonal borrowing privileges for a fee. All fees will be paid in advance of services, and are non-refundable.

ANNUAL NON-RESIDENT BORROWING FEES

A fee will be charged for one year of borrowing privileges per individual or per family residing together at one address (see Fees and Fines).

SEASONAL NON-RESIDENT BORROWING FEES

The PLDL recognizes the need for public library services for non-residents who are seasonal visitors. With that in mind, the PLDL offers Seasonal Borrowing Privileges for periods of three or six consecutive months (see Fees and Fines).

Fees for seasonal cards may not be applied toward the fee for an annual card.

REQUIREMENTS FOR RESIDENT LIBRARY CARD REGISTRATION

All applicants must fulfill one of the definitions of "resident."

All applicants 18 years of age or older must present legal proof of identification and proof of legal residency within the PLDL service area before borrowing privileges are activated. The applicant must also fully complete and sign in ink the PLDL registration card in the presence of a PLDL staff member.

Applicants under the age of 18 must have a parent or other legal guardian sign their library card in the presence of a PLDL staff member. The parent or guardian must present legal proof of identification and proof of legal residency within the PLDL service area before borrowing privileges are activated. See "Youth Patrons" and "Minors Attending MTU or Finlandia" for further policies regarding applicants under the age of 18.

All applicants must provide –

ONE OF THE FOLLOWING:

- A valid Michigan driver's license, or
 - A valid Michigan ID card issued by the Office of the Secretary of State
- OR TWO OF THE FOLLOWING (one must list legal name and current residency within the PLDL service area):
- Any valid picture ID card issued by a U.S. federal, state or local government agency, non-profit organization or educational institution
 - A valid passport, U.S. or foreign
 - A valid Michigan automobile registration
 - A current utility or major charge account bill
 - A current lease agreement or rent receipt, real property deed, or real property tax receipt
 - A valid voter registration card
 - Any other official piece of ID that lists the applicant's name and address of legal residency

An applicant who qualifies for a resident library card due to real property ownership within the PLDL service area must also present valid legal proof of said real property ownership.

Note: A post office box may be used for mailing purposes, but a legal residence address must also be provided on the PLDL registration form.

MTU AND FINLANDIA UNIVERSITY STUDENTS AS RESIDENTS

Any Michigan Technological University or Finlandia University student residing on or off campus within the PLDL service area is considered a resident. Immediate family members residing at the same address are also considered residents.

Any MTU or Finlandia student who resides outside the PLDL service area will be considered a non-resident and must purchase PLDL services just as any other non-resident.

Any MTU or Finlandia student who resides in the PLDL service area, but does not meet the normal residency requirements, must provide the following:

- 1) A valid MTU or Finlandia student ID card, with picture, and
- 2) any valid official document (driver's license, passport, state ID card, etc.) showing name and permanent address, and
- 3) any current official document (lease agreement, rent receipt, utility or major credit card bill, etc.) showing name and local address.

MINORS ATTENDING MTU OR FINLANDIA

MTU or Finlandia students under the age of 18 who meet the above student requirements may receive PLDL borrowing privileges without the signature of a parent or guardian on the registration form, as long as the applicant's eighteenth birthday is within six months following the application and they provide a second address.

REQUIREMENTS FOR NON-RESIDENT LIBRARY CARD REGISTRATION

All applicants 18 years of age or older must present legal proof of identification and proof of legal address.

ONE OF THE FOLLOWING:

- A valid Michigan driver's license, or
- A valid Michigan ID card issued by the Office of the Secretary of State.

OR TWO OF THE FOLLOWING (each must list legal name and permanent address):

- A valid passport
- A valid driver's license, with photograph, from a U.S. state
- A valid ID card, with photograph, for a U.S. state agency
- A valid voter's registration card from a legal entity – state, county, township, city, parish or province
- A current bill from a major charge account or utility
- Any other official piece of ID listing applicant's legal name and address

All adult applicants must fully complete and sign in ink the PLDL registration card in the presence of a PLDL staff member. With the exception of an emancipated minor and certain minors attending MTU or Finlandia, a parent or guardian must sign the PLDL registration card of any applicant under the age of 18, in the presence of a PLDL staff member (see "Youth Patrons" for a one-time exception).

All non-resident applicants must pay a non-refundable fee to purchase annual or seasonal PLDL borrowing privileges – see "Fees and Fines." Fees for seasonal cards may not be applied toward the fee for an annual card. Non-resident PLDL fees are not tax-deductible. PLDL cards are not transferable, and may be used only by the patron to whom the card was issued.

A non-resident PLDL card will be issued to each member of the applying family, who can prove legal residence at the same address.

NOTE: A post office box number may be used for mailing purposes, but a legal residence address must also be provided on the PLDL registration form.

**PORTAGE LAKE DISTRICT LIBRARY
PATRON WAIVER FORM**

A patron waiver form may be used to authorize one or two representative(s) to use a registered PLDL patron's valid library card.

Only one (1) patron waiver form per patron will be valid.

Patron waiver forms are to be used in cases of emergency or hardship only. Examples are illness or disability.

Patron waiver forms are not to be used to circumvent PLDL policies or patron registration requirements. Patron waiver forms must be approved by a PLDL staff member or the Library Director.

Abuse of patron waiver form privileges may result in loss of patron waiver form use.

PATRON WAIVER FORM

I (patron's name): _____

give permission to (substitute user's name[s]):

_____ and/or

to use my Portage Lake District Library card in accordance with the policy described above.

Signature: _____

Date: ____/____/____

Staff initials: _____

YOUTH PATRONS

Anyone under 18 years of age is considered a youth patron. All youth PLDL card registrations must be fully completed in ink. In addition, the card must also be signed by one parent or legal guardian who has shown proof of legal address. The parent or legal guardian must sign the registration form in the presence of a PLDL staff member.

The parent or legal guardian assumes financial responsibility for all library materials checked out to the youth patron's PLDL card. This responsibility includes all overdue fines, library fees, damage fees or replacement costs for any lost or damaged items.

The parent or legal guardian who signed the PLDL registration card for a youth patron may revoke the library card.

By law, PLDL staff members cannot inform a parent or legal guardian about the use of library materials by a youth patron, unless the youth patron is present and requests the information.

The Portage Lake District Library will abide by the "Michigan Library Privacy Act." This act forbids a staff member from providing anyone but the cardholder with records that identify library usage. For possible exceptions to this policy, see "Internal Policies and Procedures for Requests for Library Records in Compliance with the USA Patriot Act of 2001."

The Portage Lake District Library does not restrict access to materials and equipment to patrons of any age. THE PLDL Board of Trustees and staff feel it is important for parents and legal guardians to monitor the library usage of their children. The PLDL Board of Trustees and staff will not assume the responsibility of determining what materials are appropriate for youth patrons, nor will they place any restrictions on materials access on a youth patron's card. For exceptions or further information, see the "Internet Access Policy."

SPECIAL PATRONS: LIBRARY STAFF

Portage Lake District Library staff and their immediate families are extended special patron status as a benefit of employment. "Library Staff" is defined as those persons currently employed by the PLDL.

With the approval of the Library Director, family members who have the same legal address as the library employee may also be considered library staff for the purpose of PLDL borrowing privileges. Library staff privileges may be denied or withdrawn at any time at the discretion of the Library Director.

All materials borrowed by staff members or their families must be checked out.

Library staff members and their designated family members are exempt from paying overdue fines.

Staff members must pay all fees for lost and damaged materials charged against their PLDL card.

INSTITUTIONAL LIBRARY CARDS

An institutional library card will be available to a non-profit agency, business, church, or school.

Institutional cards are for official business use only and not the personal use of any institution employee.

There is no cost for institutional cards for organizations located within the PLDL service area. For institutions located outside the PLDL service area, borrowing privileges will be extended for an annual fee (see "Fees and Fines"). However, non-profit institutions that have headquarters outside the PLDL service area, but whose service territory includes the PLDL service area, will be granted borrowing privileges at no cost.

An application for an institutional library card must be completed and returned to the Portage Lake District Library, accompanied by a letter of request for the card on the organization's letterhead and signed by a local officer or administrator. The letter must state that the institution will be responsible for paying all fees or fines associated with the card in a timely manner. All organization members/employees eligible to use the card will be listed in the letter. Any changes to the list must be accompanied by another official letter.

Each institution with library cards will be responsible for all library service fees, damage fees or replacement fees for all items charged to its cards. The legal officer signing the application will be responsible for seeing that the institution pays any fines or fees. These fines and fees must be paid under the same rules and procedures as individual patrons. If an institutional card is lost or damaged, a replacement fee will be charged (see "Fees and Fines").

Institutional library card holders will be subject to the same library rules, regulations and policies as other library card holders.

Abuse of institutional library card privileges or failure to pay fines and/or fees may result in the loss of the institutional library card privileges. The Library Director will notify the legal officer of the institution in writing to notify him/her of the abuses.

REGISTRATION EXPIRATION DATES

Resident PLDL cards are valid for a period of 3 years.

Non-resident PLDL cards are valid for one year, six months, or three months, depending on the card purchased.

Institutional library cards are valid for a period of one year.

CARD RENEWAL

PLDL borrowers' cards may be renewed/reactivated by the patron's providing confirmation of all relevant information. Upon renewal, or expiration, of PLDL card, the patron is required to pay all due and accumulated library fees, as the card will not be renewed or reissued until all accumulated fines and fees are paid in full.

CIRCULATION LIMITS

The PLDL Board of Trustees and staff reserve the right to limit circulation of all materials at their discretion.

Patrons will be limited to a total of twenty-five (25) items of any type at any one time.

At any one time, patrons are limited to:

- Six (6) audiobooks
- Six (6) music CDs
- Four (4) magazines/journals
- Four (4) books by a single author
- Four (4) books in a single subject area
- Four (4) new books from each section
- Six (6) DVDs
- Twenty-five (25) items total

Renewals may be made online, in person or by telephone, but materials on reserve for another patron may not be renewed. Renewals are available at check-out time for patrons who will be out of town on the initial due date.

When the automated library system is not in operation, patrons are limited to five (5) items for circulation.

LOAN PERIODS

Note: Current magazines, reference books, maps, reference documents, archival material and newspapers do not circulate.

| ITEM | LOAN PERIOD | RENEWAL |
|-----------------------------|-------------|-------------|
| New Books | 2 weeks | 2 weeks |
| Audio Books | 3 weeks | 3 weeks |
| Music CDs | 3 weeks | 3 weeks |
| Books | 3 weeks | 3 weeks |
| Magazines | 1 week | No Renewals |
| DVDs | 1 week | No Renewals |
| DVD Series, 3 or more Disks | 2 weeks | No Renewals |

Note: Renewals will not be permitted if the item is on hold/reserve.

AUDIO VISUAL MATERIALS

Audio visual materials are available to patrons of any age.

The Portage Lake District Library is not responsible for damage to equipment incurred by use of PLDL materials.

INTERLIBRARY LOANS

Interlibrary loans (ILL) are materials borrowed from another library for a PLDL patron, or materials loaned by PLDL to another library.

Patron Initiated Interlibrary Loan (PII) allows patrons at participating libraries to place holds on items at participating libraries and initiate a loan. Materials are sent between these participating libraries via a delivery service.

Melcat is an interlibrary loan system used when materials are not found in the PII system. Patrons can place holds on materials from other libraries anywhere within the state of Michigan.

Materials not found in PII or Melcat can sometimes be borrowed from outside the state of Michigan. These materials must be in the OCLC Worldcat database before requests can be made.

PLDL patrons who request materials via interlibrary loan are responsible for all overdue fines for these materials. Patrons are responsible for lost or damaged ILL/PII materials and will be required to pay all fines and fees assessed by the lending library for the repair or replacement of the ILL/PII materials.

Participation in ILL/PII is at the discretion of the PLDL Board of Trustees and/or the Library Director. Library personnel can at anytime restrict the ILL/PII loan of any PLDL property or materials.

ILL/PII loan materials can be picked up only by the person requesting the materials. The only exceptions are

- when a Patron Waiver form has been completed in cases of hardship or emergency, or
- when a Holds/ILL Privacy Waiver form is on file.

ILL/PII materials are not transferable.

PLDL will loan, via ILL/PII, books and photocopies of individual magazine articles from the PLDL collection to all libraries.

Libraries that have not returned ILL/PII materials to PLDL in a timely manner, or that have reported materials lost or damaged, may have loan privileges suspended until the items are returned or fees have been paid in full.

HOLDS

Any PLDL material that can circulate may be placed on hold. Items are held for patrons for seven (7) business days after the patron is notified of the item's availability.

Due to the library privacy law and the programming of the automated library system, reserves can only be checked out to the library card issued to the patron placing the reserve. Exceptions are

- when a Patron Waiver form has been completed in cases of hardship or emergency, or
- when a written Holds/ILL Waiver form has been completed.

HOLDS/ILL WAIVERS

According to Sec. 3(2) of Michigan's Library Privacy Act (Act 455 of 1982), libraries and library personnel may not release information regarding library materials a patron has checked out, except when written consent has been obtained from the patron. Information may also be released if the U.S. Patriot Act of 2001 is invoked by a law enforcement officer (refer to "Request for Library Records" policy).

To make PLDL as user-friendly as possible, the library will allow a personal representative to use a patron's library card to pick up items that have been held or requested through ILL/PII. This will only be allowed if a written waiver, signed by the original patron, has been completed and is on file at the library. The waiver will state that the patron waives his/her library privacy rights for Holds/ILL/PII pickups only, and for authorized personal representatives only. Up to two individuals may be named as personal representatives.

Holds/ILL/PII waivers will only be used to allow personal representatives to use the original patron's card to pick up items being held or requested through ILL/PII. No other materials may be checked out using these waivers. The personal representative picking up the hold or ILL/PII item must present the original patron's PLDL card when checking out items – no other person's library card may be used.

LOST OR DAMAGED MATERIALS

Any patron who borrows material from the PLDL is responsible for returning the material on time and in the same condition in which it was checked out.

Any patron who reports PLDL materials lost or fails to return materials will be required to pay the replacement cost of the materials.

Any patron who returns PLDL materials so damaged that the library staff determines the materials unsuitable for return to the collection will be required to pay replacement costs of the materials.

Items determined damaged beyond repair and unsuitable for return to the collection will be given to the patron once replacement costs and processing fees are paid and the item is withdrawn from the PLDL collection.

Replacement fees for all library materials will be set by the PLDL staff. The list price of the item will be used when the item is still available. If the item is unavailable, or the replacement price cannot be determined, a default replacement fee will be paid.

The PLDL will not accept replacement items or comparable replacement items, unless the exchange is approved by the Library Director or Assistant Director.

CLAIMS RETURNED

Any patron who has received an overdue notice and claims that he/she returned the material(s) will be required to complete a Claims Returned form (see next page). This form must be fully completed and returned to one of the PLDL circulation desks no later than one (1) month after the first overdue notice received by the patron. If the patron does not complete a Claims Returned form within this time period, he/she will be responsible for replacement fees, processing fees and overdue fines for the item.

When a Claims Returned form is completed, the PLDL staff will attempt to locate the item within the library. If the item is not found, the Claims Returned form will be submitted to the Library Director or Assistant Director for review. The Director or Assistant Director will review the Claims Returned form and call or write the patron within fourteen (14) days from receipt of the completed form. All charges related to claims returned items are at the discretion of the Library Director or Assistant Director.

Any patron filing more than three (3) unresolved Claims Returned forms in less than two (2) years will be required to pay all replacement costs, processing fees, and overdue fines associated with the claims returned items after the third form is processed. If patron is from a ILL/PII library, that library is responsible for paying the lending library.

CLAIMS RETURNED REPORT FORM

Patron name: _____

Patron address: _____

Patron phone #: _____

| Item(s) Claimed Returned | Date Checked In | Date Claimed Returned | Cost |
|--------------------------|-----------------|-----------------------|------|
| | | | |
| | | | |
| | | | |
| | | | |
| | | | |
| | | | |
| | | | |
| | | | |

Staff member taking claim form: _____

Date: ____/____/____

Notes: _____

Item(s) checked for in

- | | | |
|------------------|--------------|------------------|
| ____ Shelves | ____ Mending | ____ Reserves |
| ____ Carts | ____ Adult | ____ Juvenile |
| ____ CRC | ____ Special | ____ Circulation |
| ____ Other _____ | | |

Library Director/Asst. Director: _____

Date: ____/____/____

FAX POLICY

A patron must complete the Fax form and present the fax material in transmittable form at the circulation desk. All outgoing faxes from PLDL may use a PLDL cover sheet. There is no fee charged for the required cover sheet.

All payment for outgoing faxes must be paid prior to the fax being sent. Payment for incoming faxes must be paid before the patron receives the fax – see “Fees and Fines.” .

No faxes will be transmitted later than 30 minutes prior to closing, or as staffing permits.

If a local phone number is provided, PLDL staff will notify patrons of fax transmissions that have been received.

Confirmation of incoming and outgoing fax transmissions is the responsibility of the patron. Patrons will not be allowed to use the PLDL business telephone to verify fax receipt. PLDL staff will not telephone to verify fax receipt.

Upon request, a patron will be given a confirmation page that verifies that the fax was received.

The PLDL fax machine can receive documents any time, day or night. Incoming fax documents can be picked up from the circulation desk during regular library hours.

The PLDL will absorb the cost of an incomplete transmission.

Staff members faxing information not related to library business will pay fax fees.

Requests for information or magazine articles to be faxed will be charged the normal fax rates.