

Ottawa Library Circulation Policies

The circulation policies of the Ottawa Library exist to facilitate community access to materials and information in the library's collection, while protecting these same collections.

Policies Included

1. Library Card Policy
2. Material Loan Limits and Loan Periods
3. Renewal Policy
4. Fines and Fees
5. Claims Returned Policy
6. Overdue Notices
7. Library Material Hold Policy
8. Collection Agency or Other Action Policy

Ottawa Library's circulation policies are intended to be in accord with the American Library Association Library Bill of Rights.

1. Library Card Policy

The Ottawa Library issues library cards to facilitate loan of materials and to enable the library to keep a record of which materials are on loans to patrons.

Obtaining a Library Card

1. Any resident of Kansas area over the age of 18 may receive an adult library card upon completion of an application and provision of proof of identification (ID) and current address.
2. Acceptable photo ID and proof of current address shall be one or more of the following:

Valid Kansas driver's license or other government issued photo ID with current address

Utility bill

Printed checks

Property tax statement

Canceled mail, postmarked within the last two weeks

Typed lease that shows the address

Department of Motor Vehicles issued change-of-address card

Insurance Forms provided they display current address

3. Any one under the age of 18 can receive a juvenile card after completing an application and securing the signature of his/her parent or legal guardian. Grandparents may only get a card for a child if they are the legal guardian. Children must be present in order to apply for a library card and all applications require proof of ID and current address for the responsible parent.
4. Emancipated minors who have proof of their court ordered emancipation, may receive an adult card without parental consent.
5. 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 items checked out on the institutional card.
6. All library cards are valid for one year. At the end of that year, patrons will be asked to verify their address and phone number.

Use of Library Cards

1. Patrons can maintain full library privileges by:
 - a. returning materials on or before the due date
 - b. adhering to the borrowing limits for all types of material
 - c. paying for lost or damaged materials
 - d. keeping the amount of money owed below \$15.00
 - e. promptly informing the library of any change of address or phone number
2. **PATRONS MUST PROVIDE A LIBRARY CARD TO CHECK OUT. NO EXCEPTIONS.**
3. When a patron calls the library to conduct a transaction on his/her account, he or she must provide a library card number and his/her name.
4. A patron's record will be suspended when items are overdue or money is owed.
5. A patron retains full library borrowing privileges as long as his/her library record is not suspended. A library record will become suspended under the following circumstances:
 - a. When an item is overdue 21 days
 - b. Patron exceeds borrowing limits by type or quantity of material
 - c. When the total amount of unpaid fines and fees exceed \$15.00. The account must be paid in full before privileges can be restored.
 - d. When a patron's account has five or more claims returned items on it
6. Once a patron's library card is suspended, all library privileges for that patron are suspended including borrowing and renewal of items. Patrons MAY NOT use the library computers.

7. Because a patron's borrowing privileges are suspended, he/she may not use another patron's library card to check out materials.

Lost or Stolen Library Cards

1. Patrons must report lost cards in order to avoid being held responsible for materials checked out on their cards.
2. There is a charge of \$1.00 to replace a lost library card.
3. Patron must provide identification in order to get a new library card in addition to paying the fee.
4. Children under the age of 18 who do not have a picture ID, must give their address and phone number in order to get a new card in addition to paying the fee. The date of birth, address and phone number must match exactly those on the patron's account in the circulation system. In the event that an address and phone number don't match, the child must bring a parent with them in order to get a new library card.

Patron Responsibilities

1. Because the Ottawa Library 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.

Policy Statement

The Ottawa Library sets loan periods and loan limits in order to provide patrons with fair and reasonable access to the library's resources. The Ottawa Library sets limits on the length of time that an individual can keep a specific type of material in order to more fairly distribute limited resources such as audio-visual materials. The limit also reflects the fact that it takes more time to utilize some types of materials than others.

3. Renewal Policy

The Ottawa Library 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.

A renewal is an extension of the original loan period.

1. Renewals are granted dependent upon material type and existence of a request for the material by another patron.
2. **DVDs do not renew.** All other materials may be renewed twice providing a hold for the material has not been placed by another patron.
3. Library materials can be renewed in person or by phone or through the library's online catalog at the Ottawa Library website.
4. To maintain the integrity of the reserve system, items for which other patrons have placed holds may not be renewed.
5. Staff may renew materials up to four times (to include original 2 renewals) to allow patrons time to look for a lost item, providing the patron's account is not delinquent. However, under no circumstances will staff renew materials beyond the permitted four so a patron can avoid paying for a lost item.
6. Overdue materials can be renewed; however, any fines incurred prior will be added to the patron's account.
7. At the discretion of the staff member, and as a courtesy to patrons who cannot get to the library, a three day renewal may be granted beyond the original two full-term renewals to allow patrons to avoid paying a late fee. If the patron does not return the item the following day, overdue fines will be assessed for each day the item was overdue.
8. Staff will provide a 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.
9. If the patron's account is delinquent, materials cannot be renewed.
10. Renewal requests for Inter Library Loan materials can only be granted through the ILL department and at the discretion of the lending library.

4. Fines and Fees

Policy statement:

The Ottawa Library charges fines as an incentive for patrons to return materials in a timely manner so that other patrons can have access to the items. The Ottawa Library charges fees to offset the cost of recovering and replacing lost and damaged library materials.

Definitions:

A fine is a variable charge imposed for the late return of library materials.

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

Overdue Fines

1. Items not returned by the due date will be charged as follows:
All books, audiovisuals are charged per item per day up to a maximum of \$3.00 per item.
2. Borrowing privileges will be suspended when the amount of money owed reaches or exceeds \$15.00 in fines and/or charges.
3. No fines will be charged on the days the library is closed.
4. Staff will inform patrons of money owed each time the patron borrows materials.

Miscellaneous Fines and Fees

1. A fee of \$1.00 is charged for the replacement of a library card and should be paid when the card is issued.

Fines and Fees for Lost and Damaged Items

1. Once items have been kept 35 days after the due date, the item will be assumed to be lost and will be marked lost.
2. The replacement cost of lost books, magazines, audio books, DVDs and music CDs will be based on the current average cost these items. The average cost will be recomputed every five years.
3. Patrons will receive a receipt for payment received when patrons are paying for a lost item.
4. Patron accounts will remain suspended until all money owed has been paid.
5. The full cost of the item shall be assessed for any items returned damaged if the extent of the damage renders them unusable.
6. If an item is found on the shelf, it will be discharged from the patron's record in such a way that no fines will be incurred.
7. Items marked claims returned remain on the patron's record. Patron's may have 4 claims returned items on their record and maintain borrowing privileges. Upon claiming the fifth item, the patron will lose his or her borrowing privileges until the items in question are returned or paid for.

8. Claims returned status will be removed from an item on a patron's record only if the item is located by the patron at home or by staff at the library and subsequently discharged.

9. The library maintains, as part of the patron's record, the number of items a patron has claimed to return over their lifetime as a patron.

10. 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.

Overdue Notices

Policy Statement:

The Ottawa Library sends overdue notices to patrons as a courtesy to remind them of materials kept past the due date.

1. The first overdue notice will be sent to patrons when materials checked out on the patron's card have been kept 7 days past the due date.

2. The second overdue notice will be sent to patrons when materials have been kept 21 days past the due date. At this point, a patron's account will be suspended.

3. The third notice is sent at 35 days past due. It informs the patron that the items are considered lost and they are responsible for replacement costs. Patron accounts remain suspended until all charges are settled with the library.

3. The library does not mail notices for fines incurred.

4. Billed items returned after 6 months cannot be added back into the collection and money paid will not be refunded.

Library Material Hold Policy

Policy Statement: The Ottawa Library accepts holds for materials in order to provide access to high demand materials and materials located in NEXpress.

1. All library patrons in good standing may place holds on library materials.

2. Patrons with suspended records may not place holds on materials.

3. There is no charge for placing a hold on library materials.

4. Only items in the online catalog may have holds placed on them.

5. Holds must be picked up in person and can only be checked out on the card upon which the reserve was placed.

6. Patrons may place 15 items on hold at one time. This excludes DVDs, which have a limit of 7.

7. Patrons may place holds in person, by telephone, and via the NEXpress catalog on the library's website. Patrons are suspended from placing holds through the online catalog if their records are suspended.

8. Patrons may designate the location at which they would like to pick up the hold.

9. Patrons will be notified by phone or email when the held item is available for pickup.

10. Holds will be held for the patron for seven days after the notification date.

11. Holds will remain active for six months. If the hold has not been filled by that time, the hold is automatically cancelled.

8. Collection Agency Policy

1. After all collection activity have been exhausted, the library will proceed pursuant to K.S.A. 21-3701/K.S.A. 21-3702.

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