

## Town of Sylvan Lake Library Board

### **Circulation Policy: Renewals, Overdues, and Fines**

The intent of this policy is to ensure that Sylvan Lake Municipal Library items are returned in a timely fashion in order to make the widest possible selection of library items available to all library users, and also to fill holds and interlibrary loan requests as soon as possible.

The collection of fines is intended to deter the late return of library materials, and to defray the cost to the library of pursuing the return of overdue items, including the issuing of overdue and lost book notices.

Borrowing, renewal, overdue and fines procedures shall uphold, as established by Parkland Regional Library, and the obligations of participation in The Alberta Library Card program (TAL).

#### **Loan Limits**

At any time, a Patron may have borrowed on their card:

- A maximum of 50 items in total
- A maximum of 10 DVD's
- A maximum of 10 magazines
- A maximum of 10 CD's
- The library reserves the right to impose a limit of 3 items per non-fiction subject area. Limits may be less in some subject areas due to demand and availability. A staff member may authorize exceptions. Limits on seasonal books may also apply
- Limits will be the same for TAL and ME patrons as they are for local borrowers
- See <http://www.thealbertalibrary.ab.ca/services/talcard.html> for further TAL policy

#### **Loan Periods**

- 21 days for books and audiobooks
- 7 days for magazines, CD's, and DVD's under 360 minutes (those over 360 minutes in length, i.e. TV series, are available for a three-week loan period)
- Date due slips are available at the circulation desk. It is the responsibility of the patron to make her/himself aware of when items are due and to return items on or before that date

#### **Returns**

- Library items belonging to the Sylvan Lake Municipal Library, Parkland Regional Library System members, or other Alberta public library may be returned to any library in the province.

#### **Renewals and extended due dates**

- A maximum of five renewals per item are permitted
- Renewal may not be possible if another library patron has placed a hold on the item
- Renewals may not be possible for interlibrary loan items
- Renewals may be made in person, by the telephone or by self-renewal at the library's Internet-accessible catalogue
- Self-renewal is not permitted on items that are already overdue
- At the discretion of the librarian or her designate, patrons may request an extended due date for library items of up to 6 weeks from the date of checkout in the event of: holiday or business travel, anticipated hospitalization or recuperation, or other foreseeable absences, to be granted at the discretion of the Library Director or her designate

### **Overdue items**

- Suspension of borrowing privileges occurs when 10 or more items are overdue at any one time
- It is the responsibility of patrons to ensure the timely return of borrowed items
- If the item remains overdue for more than 28 days, an invoice will be issued for the replacement cost of the items, as well as a \$5.00 processing fee

### **Lost Items**

- Patrons are encouraged to notify the library immediately about lost items
- Once an item has been reported as lost, the replacement cost plus a \$5.00 processing fee will be levied
- In the event that an item is found by a patron after it has been reported as lost and replacement costs have been paid, the item becomes the property of the patron and it cannot be returned to the library for reimbursement

### **Fines**

- Library patrons are expected to read the membership guide upon being issued a library card, and to be aware of the responsibilities of using library materials
- Fines must be paid in person at the circulation desk, or by mail with a cheque and a note indicating the patron's name, phone number and library barcode number
- Fines are levied for overdue items at a rate consistent with Horizon defaults (currently \$0.25 per item, per day)
- The patron must pay accumulated fines and/or penalties of \$25.00 or more before additional materials may be borrowed
- At the accumulation of \$25.00 or more in fines, access to online resources, placing holds online, and borrowing from other TAL or ME libraries will also be suspended
- The maximum fines that may accumulate for any one item are:
  - The value of the book, plus the equivalent amount in overdue fines, plus a \$5.00 processing fee
- In cases of disputes over fines, patrons must complete a fines appeal form for consideration

### **Claims Returned**

- When a patron notifies the library that an overdue item(s) was returned, and library records show the item is still checked out to the patron, and is not on the shelf, the item becomes a "claims returned" item
- As soon as the library is notified of this situation, a staff member will change the status of the item in question from "overdue-still out" to "claims returned"
- When the library is notified of the "claims returned," the patron will be asked to continue searching for the items and a search will be initiated in the library
- If the item is found in the library, the patron will be notified, the item will be removed from the patron's account and all fines relating to the item will be removed
- If the patron finds the item, she/he will be billed the amount of the fines that had accumulated up to the point that the "claims returned" was placed
- Because it is not possible for library staff to check the shelves of another library for an item a patron claims to have returned at that library, it is the patron's responsibility to contact the library to which he/she returned the items
- The maximum number of allowable "claims returned" items is 5. After 5 items, the patron's record shall be suspended pending a review of the account's history and a discussion with the patron by the Library Director. The patron may be charged

### **Interlibrary Loans and Holds**

- If a patron requests an item not held in the Sylvan Lake Municipal Library collection, every attempt will be made to provide the item
- Items held in the Parkland Regional Library system will be provided by placing a hold in Horizon
- The library will attempt to provide items not held in the Parkland Regional Library system via interlibrary loan
- Although the Library does not charge a fee for supplying ILLs, some libraries do. The patron will be notified of ILL charges levied by a lending library before the item is supplied, and is responsible for paying the charges should she/he choose to receive the item. The Library is not responsible for third party ILL charges
- Patrons will be contacted as soon as possible after their ILLs or holds arrive at the Library, and items will be held for 5 business days after arrival. If the requesting patron does not pick the item up within this time, it will be returned to the shelf, mailed back to the lending library, or sent to fill the next hold in the queue

### **Lost Library Cards**

- A fee of \$2.00 will be charged to replace a lost library card the first time it is lost. A fee of \$5.00 will be charged for subsequent replacements within a given membership year

Date Approved: August 30, 2017

Board Chair: Dwayne Stoesz