

**Keene Memorial Library**  
**Circulation Services Policy**

**Residency Requirements**

Keene Memorial Library is the public library for Fremont. Persons residing within the city limits of Fremont or owning property in Fremont will be extended borrowing privileges. Individuals living outside the city limits of Fremont may borrow materials upon payment of a non-refundable non resident fee. Non resident borrower cards can be purchased for three months, six months or twelve months increments.

Organizations outside the city limits of Fremont requesting library privileges will need to contract for these services and contact the Library Director.

**Borrowing Privileges**

Keene Memorial library issues individual library cards. It does not issue family library cards. Customers will not be able to check out materials or use the Internet email terminals without presenting their library cards.

The cardholder is responsible for all library materials borrowed on their card and agrees to pay any charges when material is damaged, lost or returned late. Customers are responsible for notifying the library immediately upon change of address, change of telephone number, or loss of library card.

**Borrower Registration Policies**

New borrowers, or borrower's guardian for juveniles, must present a driver's license with their name and current permanent street address on it. If customers do not have a driver's license with their current permanent street address on it the following may be substituted:

Picture identification card with name and current permanent street address

Picture identification issued from a school entity

Dwelling lease or rental agreement less than one year old and containing current permanent street address

Checkbook with current permanent street address

Vehicle registration with current permanent street address

Mail addressed to the applicant with their current permanent street address and postmarked within the last ten days

If the borrower has no proof of residence, the Library will offer to send them a postcard which may be returned to the library after receipt through the mail. Postcards cannot be mailed to post office boxes unless the street address is included on the postcard.

For customers currently enrolled in high school, or middle school, who do not have a driver's license with their name and current street address on it, they may substitute a school issued identification card.

Any individual 8<sup>th</sup> grade and lower, or age 13 and younger, will need to have either a parent or legal guardian sign their library card application form.

Applications, as well as library brochures, are available in Spanish.

### **Every Student Needs a Card Program**

Students, who meet school defined guidelines and live outside the city limits of Fremont, can apply for a library card through the *Every Student Needs a Card Program*. Eligibility of students for this program ultimately rests with the Library Board. Circulation policies apply equally for residents and nonresident card holders.

### **Internet User Cards**

Internet User cards are issued to non residents of Fremont. The card allows cardholders to use the Library's Internet email terminals. It does not allow cardholders to checkout materials or use any Library databases remotely. There is a one-time two dollar fee.

Internet User cards expire 180 days or approximately six months from the date the card was issued.

### **Organization Cards**

Organization Cards can be issued to businesses, schools, book clubs, or organizations within the city limits of Fremont. Materials checked out on these cards can only be used to augment internal projects. These cards cannot be used for personal use, only for the use of the organization in general.

The owner, or person in a position of authority to take responsibility for materials, will need to come into the library to fill out an application. They will submit a list of the names of authorized users. Overdue notices will be sent in care of this person. The checkout date is eight weeks, no renewals. These cards are exempt from fines, lost fees and collections. Organization cards will generally be kept at the library, unless prior arrangements have been made.

Organization cards can only check out videocassettes and DVD's with public performance rights. Organization cards are not authorized to check out new materials.

## **Homebound Service**

Customers unable to use the library due to personal or physical limitations, physical disability, handicap, illness, advanced age, short term convalescence or illness resulting in limited mobility, can register for a homebound library card.

Library cards of cardholders in the homebound service will be kept at the Library. Trained volunteers will deliver items to the homebound participants.

## **Book Club Kits**

Book club kits consist of multiple copies of a specific title. Kits include nonfiction titles as well as fiction titles. Contents of each kit include a biographical sketch of the author, suggested discussion questions, a sign out sheet, as well as a canvas tote bag embroidered with the Keene Memorial Library logo. A minimum of two titles per year will be added to the collection.

Each book club will need to apply for an organizational card. The contact person for each club will show identification and proof of current address within the city limits of Fremont when registering for the club's library card. Kits are picked up by the contact person unless prior arrangements are made with the circulation manager at Keene Memorial Library. A book club organizational card is restricted to checking out book club kits only. Book club kits may only be checked out by book clubs. Acceptance of the card is the club's agreement to comply with the rules and regulations of the Library.

The kits are checked out on the Book Club library card. A minimum of four copies may be checked out at a time. Book clubs may only have one kit checked out at a time. Kits are checked out for eight weeks and cannot be renewed. Book club kits must be returned to the circulation desk. They may not be returned in the book drop. Each kit contains a contents list. Keene Memorial Library encourages book club members to return kits with all materials present. Damage to or loss of kit materials may result in fines or replacement costs.

Book club kits may be borrowed by other libraries through interlibrary loan. However Keene Memorial Library customers have priority.

## **Lost and Forgotten Cards**

Library users must present a valid Keene Memorial Library card to check out materials. It is assumed that the individual presenting the card, at the circulation desk or using the card at the self checkout machine is either the actual cardholder or has the permission of the cardholder to use the card. The library does not verify that the person presenting the card is the actual cardholder. Therefore it is **essential** that lost or stolen cards are reported to the library as soon as possible.

Customers who have lost their Keene Memorial Library card must show valid photo identification with their current street address and pay a non-refundable \$1.00 replacement charge. If they later find their card, it must be destroyed or returned to the library for disposal.

## Loan Periods

The majority of items within the library's collection may be borrowed for twenty one days. If the due date falls on a holiday when the library is closed, the loan period will be extended to the next day that the library is open. Special loan periods have been established for the following library materials and library borrowers.

Magazines (excluding <i>Baby Bug</i> ):	1 week
Vertical Files:	1 week
Organization Cardholders	8 weeks
Homebound Cardholders	4 weeks

### Current Periodicals:

Current adult periodicals do not circulate.

### Reference Materials:

Reference materials do not circulate, but may be used in the library.

Supervisors or shift managers may make an exception for reference materials that have limited customer use. Loan periods are for twenty four hours. They may not be renewed.

## Renewals

One (1) renewal is allowed if an item is not NEW or ON HOLD for another borrower. Items may be renewed over the telephone during library hours, in the library via the online catalog, or remotely via the online catalog on the Library's web page.

When renewing materials over the telephone, customers must give their fourteen digit barcode to the library staff.

## **Loan limits**

A library card holder may have up to 20 items checked out at any time. Exceptions are listed below:

New or Recent items:	10 item limit per card
Audiocassettes/CDs	5 item limit per card
Videocassettes/DVD's	5 item limit per card

Organization cards have a 100 item limit. The limit may be overridden by a supervisor or shift manager.

## **Book Returns**

All materials, except interlibrary loan items, may be returned in the book drop on the north side of the library.

We encourage customers to return materials inside the Library when it is open to help reduce wear and tear on the materials.

## **Overdue Material, Fees and Fines**

It is the responsibility of the Library to maintain a collection of materials to be shared by persons within the service district. The Library's goal is to recover materials held beyond the loan period in good condition, for further use by the community. The Library does not want to resort to punitive action to recover items. Fines and fees are used solely to remind customers of their responsibility to the other community members who fund the Library.

Keene Memorial Library notifies customers regarding overdue material(s). A first notice is sent, by mail, when an item(s) is 15 days overdue. A final notice is sent when an item(s) is 30 days overdue.

An item(s) is declared lost when it is 45 days overdue. At this time customers are assessed the replacement cost of the item(s) overdue in addition to a \$6.00 processing fee.

A billing notice is sent when charges exceed \$25.00. After a billing notice is sent, customers have 10 days to return material(s) and pay fines.

After 10 days, if overdue material(s) and or fines in excess of \$25.00 are not resolved, customers' accounts are referred to a collection agency. When a customer's account is sent to the collection agency a \$10.00 processing fee is assessed.

## Fees and Fines

### Overdue Charges

Keene Memorial Library charges overdue fines as an incentive to return materials on time.

There is a four day grace period on fines for books, audiocassettes, and magazines. There is **no** grace period for videocassettes or DVD's.

**On the fifth day fines accrue for all five days.**

#### Overdue Fine Rate (per day):

Children's book/cassette	5 cents
Adult book/Young Adult books/cassettes/CD	15 cents
Videocassette/DVD	50 cents
Magazine/Vertical files	15 cents

#### Maximum Overdue Fines per Item:

Children's books/cassettes/magazines	\$2.00
Adult Books/audiocassettes/magazines	\$6.00
Vertical Files:	\$4.00
Compact Discs	\$4.00
Videocassettes/DVD	\$5.00

**Customers with a balance of \$10.00 may not check out materials from Keene Memorial Library. This includes signing up for email terminals.**

**Customers with a balance exceeding \$25.00 will be sent to collections.**

Organization and homebound cardholders are exempt from fines.

## Replacement Charges

**Beginning July 1, 2004**, it shall be the policy of Keene Memorial Library to charge the actual retail price on library materials. A non refundable **processing fee of \$6.00** will be assessed to each item that is lost. (Materials cataloged prior to June 30, 2004 will follow the default replacement schedule listed below.

Adult book/cassettes/CD's (music)	\$20.00
Children's Non-fiction; oversize (JO's) Books/cassettes/cassette kits	\$15.00
Children's Fiction; Grades 1, 2, 3	\$10.00
Children's Nursery, Sesame Street, Disney Books	\$5.00
Young Adult audiocassettes (books)/CDs (books)	\$30.00
Adult unabridged audiocassettes (books)	\$40.00
Videocassettes/DVD's	\$25.00
Magazines	\$5.00
Newspapers	\$2.00
Non Circulating Reference Materials	\$100.00
Lost or Replacement Card	\$1.00

## Refunds

Refunds are given to customers under the following circumstances:

**Lost and Paid:** Replacement costs that were paid for a "Lost and Paid" item will be refunded up to one year from the date of payment provided that: 1) the item is returned in good condition, and 2) the customer presents a receipt for the payment.

The City Clerk of Fremont will issue a check in the amount of the refund minus any fines or outstanding fees on the customer's record.

The Processing fee of \$6.00 is non refundable. No refunds will be issued for non-resident fees, fines, or photocopies

## **Materials and Fines Recovery Policy**

Keene Memorial Library encourages customers to return their materials on time. This policy does not affect those who return their materials before they are overdue.

Keene Memorial Library has contracted with a collection agency in recovering non-returned library materials and unpaid fines. The Library is committed to providing service and materials to meet each patron's needs. Materials not returned become unavailable for other customers to borrow. If materials are not returned, money from the library's budget is used to replace them, rather than purchasing new items for the collection. Therefore, it is the policy of Keene Memorial Library to use a collection agency to recover materials and fines owed the library.

The following shall apply to overdue items:

- 10 days Past Due- Library sends an overdue notice
- 30 Days Past Due –Library sends a final notice
- 45 Days Past Due – Library sends a billing notice
- 60 Days Past Due – library forwards patron's account to a collection agency with unresolved balances over \$25.00
- A fee of \$10.00 is added to all patron's account sent to the collection agency
- The collection agency sends out three letters and tries to contact the customer by telephone at least three times. After 120 days, if the bill is not lowered, three major credit companies are contacted to report the customer's credit.

The circulation supervisor is responsible for implementing these policies and in her absence the assistant director or office assistant will fulfill these duties. These individuals will handle customer complaints and will try to come to a resolution pertaining to materials and fine recovery.

A repayment schedule may be negotiated and the delinquent account can be suspended. Failure to fulfill the terms of the payment agreement will result in the reinstatement of the account.

The City of Fremont has a municipal code (**MUNICIPAL LIBRARY; DAMAGED AND LOST BOOKS** 3-702) that states any person who injures or fails to return any book taken from the Library shall forfeit and pay to the Library not less than the value of the book in addition to any replacement costs and penalty which the Library Board may assess. (Ref. 5-211 RS Neb.)

## Damage Charges

**Library Staff members have a responsibility to charge for damage when they are certain that the customer is responsible for the damage, and certain that the material would not have been checked out to that customer in the damaged condition.**

The customer will be charged \$2.00 for damage if an item requires any repair, except for rebinding and normal wear. Examples of such conditions include:

- -missing barcode
- -damage to one page
- -dirty/torn plastic jacket

The customer will be charged \$4.00-\$5.00 for items requiring more intensive repair. Examples of such conditions include:

- stained on edges
- damaged cover with pages intact
- damaged booklets or inserts with color graphics

The customer will be charged \$4.00 if an audiocassette or videocassette must be repaired. Examples of such conditions include:

- broken or twisted tape
- cracked or broken cases
- missing videocassette, DVD or CD cases

If an item cannot be repaired and it is in too poor a condition to circulate, then the full price of the item will be charged. The customer may not keep a damaged item whose cost has been paid in full. Examples of such conditions include:

- stained throughout, or so that print is affected
- moldy
- swollen from water or other liquid

If the staff members have any doubt whether the customer is responsible for the damage, then the customer will **NOT** be charged.

**Replacement in kind:** We discourage the use of replacement-in-kind when an item has been damaged. If a customer asks whether we do this, staff should say that we prefer not to do so. However, if a customer indicates that he/she has already gone to the effort of purchasing an item for this purpose, staff should ascertain that the item matches that which was checked out, then waive the damage charge.

## **Claimed Returned**

**If a customer reports that he/she has returned an item, but the library shows no record of its being checked in, then staff should use the Claimed Returned process.**

- An item's status may be set by staff to "claimed returned" after a first notice is received. An exception can be made to place the item on "claimed returned" immediately if the staff member feels it is prudent.
- When feasible, staff will check the shelf immediately for the item.
- If it cannot be done immediately the customer's name and telephone number should be taken, the item looked for on the shelves within 24 hours and the customer notified of the results.
- After an item's status is set to "claimed returned", it is placed on an electronic generated list which is checked weekly by the library staff. After the items are looked for the list is shredded.
- Final resolution of materials with a status of "claimed returned" will be handled on an individual basis by the Circulation Supervisor or her representative.
- Interlibrary Loan materials will not be placed on "Claimed Returned".
- Lost items and items in collection will not be placed on "Claimed Returned".

## **Patron Rights**

Keene Memorial Library customers have a right to expect certain behaviors from staff when they are requesting and using resources:

- The right to equal treatment regardless of race, color or national origin.
- The right to reasonable accommodation based on disability.
- The right to be treated politely.
- The right to conduct research in a safe environment.
- The right to request reasonable research assistance.
- The right to expect confidentiality when asking for research assistance.
- The right to submit suggestions.

## **Staff Rights**

Keene Memorial Library employees have rights that should not put them in conflict with the rights of customers.

- The right to be treated politely.
- The right to a safe work environment.
- The right to ask the customer to abide by rules posted in public service areas.
- The right to offer options when a customer's request exceeds agency resources.

## **REFERENCE SERVICE POLICIES**

Reference service at Keene Memorial Library is one of the most vital and visible expressions of the Library's purpose and mission.

Reference service is defined in this document as personal assistance provided to users and potential users of information. Reference service takes a variety of forms including direct personal assistance, directories, exchange of information gleaned from a reference source, readers' advisory assistance, dissemination of information in anticipation of user needs or interests, and direct end-user access to electronic information systems.

## Reference requests are confidential.

1. All information requests are treated the same. Children's requests are taken as seriously as adult's requests.
2. Chain of reference:
  - a. If someone is at the information desk, all but the simplest questions (i.e., city directory, auditorium use, hours) are referred to that person.
  - b. If circulation desk is busy, all but the simplest questions are referred to the following personnel
    - whoever gets question
    - information desk, if staffed
    - designated reference staff personnel designated on the schedule
    - circulation manager or children's librarian
    - assistant director
    - Director
    - other agencies or interlibrary loan
  - c. If two staff members are on duty and the desk is not busy, the one who is most experienced (i.e., circulation manager, interlibrary loan librarian, children's librarian or assistant children's librarian) may handle the reference question if the information can be found quickly and correctly. The least experience staff member should remain at the desk, so it is not left unstaffed.
3. When finding information
  - a. Answer simple questions first, and then take the customer whose request is more complicated.
  - b. Put the customer to work, too. It makes the time spent looking seem to go faster. Give him a suggested subject heading to look under in the online catalog, read through a list gleaned from an electronic resource such as EBSCO Magazine Articles Summaries, or get him one book to look in while you investigate other resources.

- c. Encourage the customer to tell you what he/she wants. Repeat the request to be sure you understand what he/she wants. Give an example if possible.
  - d. Ask questions if you need more specific information, but DO NOT ask for information you do not need.
  - e. If you are not familiar with the topic, admit it. The customer will be glad to fill you in. If the customer doesn't know much about it, either he/she will feel more comfortable about his "ignorance" and you can go to the dictionary or World Book encyclopedia or an electronic resource for general background information.
  - f. Allot the amount of time spent answering a reference question according to time available, information available, and the customer's depth of interest. Ordinarily try to find something within ten minutes. If information is not available within the library, tell the customer and offer to go to other resources such as the Nebraska Library Commission and get back to him. **BE SURE TO CALL HIM/HER BACK.**
  - g. Give the customer other options if the library cannot provide the information needed. Offer to have the library refer the question to another agency or tell him/her about interlibrary loan if that is a possibility.
4. ALWAYS get information from a printed or electronic resource when answering reference questions and show or cite the source. Do not trust your own memory or judgment.
  5. ALWAYS be sure the customer has correct information. If a co-worker gives incorrect information **tactfully** and **privately**, if possible, correct him so he can give the customer the correct information. DO NOT let the customer leave with incorrect information.
  6. Library staff will not provide advice in the areas of medicine, law and taxes. Under no circumstances will a staff member offer advice in medical, legal or tax areas, no matter how commonplace the question seems to be.
  7. People in the library take priority over telephone reference requests. Answer the telephone but ask caller to hold if you are busy with a customer. If you cannot get back to the caller within 2-3 minutes, take the number and call them back. Also call back if finding information will take more than 3-4 minutes. **BE SURE TO CALL BACK.** Thank the caller for waiting and for calling.

## **Remember**

Stop whatever you are working on, smile, use eye contact, and make the customer feel comfortable when handling reference questions. You **ARE** Keene Memorial Library to each customer you meet. That person is more important than any library routines, problems, or other staff members.

Always treat customers and their question seriously. There is no such thing as a dumb question. Keep your personal opinions personal.

Always ask other staff for help if you get stuck. No one knows everything, and other staff members' experience and training are there to be tapped. Stick around, so you will know the answer next time.