

HARLINGEN PUBLIC LIBRARY
CIRCULATION POLICY

DOCUMENTATION INFORMATION:

Proposed by Maurice Tsai, Library Director 5/6/91, rev. 1/22/92

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Revised by Joseph Muniz, Interim Library Director rev. 5/4/15

Revised by Dauna Campbell, Library Director rev. 12/07/15, 03/20/17, 11/13/17

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Sec. 1 **CIRCULATION**

Eligibility

- A. Library materials cannot be checked out without a valid Harlingen Public Library card or proof of ID presented by cardholder or authorized user in the Library's circulation records.
- B. Persons applying for a Harlingen Public Library issued TexShare Card must have a valid Harlingen Public Library card. The same eligibility criteria and application requirements for a Harlingen Public Library card apply.
- C. Users of TexShare Library Cards issued by another library must apply for and meet eligibility criteria and application requirements for a Harlingen Public Library card in order to check out materials.

(1) Borrowing Period

- A. The Library Board will set the borrowing period for all materials. (Appendix A)

(2) Renewal Policy

- A. Library materials, except titles checked out from the OverDrive service, may be renewed in person, by telephone, text, or online through the patron's account in the online catalog system. Items may not be renewed through the feedback email account.
- B. Library materials may be renewed twice providing the cardholder does not have any fines/fees, or the library material does not have a hold on it.
- C. The Library Board will set the renewal period per type. (Appendix A)

(3) Restrictions

- A. Cardholder will not be allowed to check out library materials if he/she has any overdue library materials, library card usage blocks, and/or more than \$5 in fines or fees.
- B. The Library Director will set limits on the number of materials that may be checked out per library card per borrowing period.
- C. The Library Director or designee may place additional limits on selected materials experiencing high demand and utilization.

Sec. 2 **RETURNING LIBRARY MATERIALS**

- (1) Library books must be placed in the book drop or handed to circulation staff.
- (2) When the book drop is full, library cardholders should not place materials in it. The Library cardholder should return library materials immediately on the following day.
- (3) Kits, CDs and DVDs may only be returned to the circulation desk.

Sec. 3 **PATRON RESPONSIBILITY**

- (1) The cardholder must notify circulation staff if any library material is damaged.
- (2) The Library is not responsible for damage caused by library's non-print material to user's equipment.
- (3) The cardholder, parent, or guardian will be responsible for all transactions on his/her library card and must pay any fees and/or fines that incur for overdue, damaged, or lost library materials. The patron will owe the amount due from the date the material is overdue to the date material was received in the Library.
- (4) A fee structure for damaged and lost library materials is set by the Library Board. (Appendix B-1)
- (5) Fines for overdue materials are set by the Library Board. (Appendix B-2)
- (6) Cardholders may appeal lost items that they believe have been turned in by using the "Claims Return Form." (Appendix C)

57 (7) Cardholders may request a payment plan to repay lost/damaged materials. Payment plans may not
 58 exceed 12 months. Missing two monthly payments will revoke the payment plan agreement.
 59 Library staff reserves the right to deny the payment plan request based off the cardholder's
 60 fine/fee and payment history. (Appendix D)
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63 **APPENDIX A**
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65 **Borrowing Period:**

66	Print Materials/Audios/Kits	21 days
68	Non-print Materials	7 days
71	Electronic titles checked out through OverDrive Service	21 days

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 73 **Renewals:**

74	Physical library materials	2 renewal period per item
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 77 **Limits:**

78	Total titles of any combination of the following formats	15 titles per card
81	Physical items checked out per borrowing period	15 items per card
83	Video material	3 per card
85	Audio material	5 per card
87	Popular material	5 per card
89	Electronic titles checked out through OverDrive Service	5 per card
91	Designated items with high replacement costs (Examples: The Great Courses, Ingles sin Barreras)	1 per card

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 94 **TexShare Library Card Users:**

95	Total titles of any combination of the following formats	5 titles per card
97	Physical items checked out per borrowing period	5 items per card
100	Video material	3 per card
102	Audio material	5 per card
104	Popular material	5 per card
106	Electronic titles from the OverDrive service	Not Permitted

107 A valid Harlingen Public Library card is required for use of the OverDrive service.

108 **Overdue Materials:** Library materials are overdue one (1) day after the due date.
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APPENDIX B – 1
FEE STRUCTURE FOR DAMAGED AND LOST MATERIALS

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Library Item	Damages/repairable	Lost/Non-Repairable
Adult books and YA Books	\$15.00	\$25.00*
Adult and YA Audiobooks	\$25.00	\$50.00*
Juvenile Audiobooks	\$20.00	\$50.00*
Adult/Teen Kits	\$40.00	\$100.00*
Juvenile Kits	\$33.00	\$45.00*
Juvenile Books	\$10.00	\$18.00*
Board Books	\$ 5.00	\$10.00*
Music CD's	\$10.00	\$15.00*
Visual Media (DVD, Blu-Ray, etc.)	\$15.00	\$25.00*
Reference Material	\$15.00	\$50.00*
Periodical Material	\$ 3.00	\$ 5.00*
Oversize Material	\$15.00	\$60.00*
Large Print Books	\$10.00	\$32.00*
Item labels barcode labels, and cases	\$5.00	N/A

* Or replacement cost, whichever is greater.

Kits are defined as any two or more items of print and non-print materials considered as one unit.

APPENDIX B – 2
FINES

Overdue Materials (books, videos, CDs, DVDs, Blu-Ray)	\$ 0.25 per item per day
Media (CD, DVD, Blu-Ray) placed in book drop	\$1.00 per item
Maximum fine for overdue items	\$5.00 per item
Maximum fine on all overdue materials	\$75.00 per card

Note: Charges for lost materials are set in Appendix B-1. Person responsible for library card with lost materials will be charged full amounts as set in Appendix B-1.

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APPENDIX C



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Claims Return Form

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If you feel you have returned an item that is pending on your account, please fill out the claims return form. Our staff will begin a search on our shelves to try and locate the item(s) in question. You will be notified of the outcome of this process within 7 business days. In the meantime, we ask that you double-check your home and car to make sure that it didn't slip behind a couch or under a car seat.

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If the item(s) are found in the library, staff will remove the item along with any associated fees on your account.

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If the item(s) are not found within 7 business days, staff will need to conduct a more thorough investigation. If the item(s) is not found after a **60 day** search, you will be notified that the searches have been unsuccessful. At this time, payment for the replacement of lost materials is expected.

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Date Claim filed: _____ Email address: _____

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Patron Name: _____ Patron Card Number: _____

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Date item was claimed returned: _____

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How item was returned: *(circle one)* Front book drop circulation desk back book drop

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Item(s) Claimed Returned: *(list barcode, title and call number)*

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For Circ. Staff Use: (*Searches done-notes*) include dates/times/initials

Day 1: Staff initials: _____

Day 2: Staff initials: _____

Day 3: Staff initials: _____

Day 4: Staff initials: _____

Day 5: Staff initials: _____

Day 6: Staff initials: _____

Day 7: Staff initials: _____

(notify patron-email) Date: _____

Staff initials: _____

Associate:

Start date: _____ (30 day search)

End Date: _____ Initials: _____

(notified patron) - email Date: _____

Staff initials: _____

Supervisor:

Start date: _____ (30 day search)

End Date: _____ Initials: _____

(notified patron) - email Date: _____

Staff initials: _____

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196 **Attach Copy of written notice



198 **FINE/LOST BOOK APPEAL FORM**

199 **PAYMENT PLAN AGREEMENT**

200 The Harlingen Public Library has an appeal process set up to accommodate our patrons. Our goal is to
201 have our patrons leave satisfied having been given the best possible service available.

202 **Please Note:** Before completing this appeal process, you should note that the following reasons
203 do not constitute grounds for appeal:

- 204 • not knowing the library rules or the amount of fines
- 205 • being too busy
- 206 • failing to renew on time
- 207 • internet not working
- 208 • ILL's were not picked up or renewed when instructed to
- 209 • uncertainty about the due date
- 210 • claiming your need was greater than another's
- 211 • failing to receive an overdue notice or failing to read your e-mail or text reminder
- 212 • being on vacation/out of town
- 213 • item was loaned to friend

214 Appeals must be filled out within 30 days of receiving the appeal form. The appeal process may
215 take 1-2 weeks to complete. You will receive an email or mailed letter letting you know the
216 outcome of the appeal.

217 Date form given to patron: _____ Date patron submitted form: _____

218 Last Name: _____ First Name: _____

219 Library Card #: _____ Phone #: _____

220 **Email address:** _____ Fee you wish to appeal: _____

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222 Title & Barcode of each item: _____ interlibrary loan (circle one) Yes No

Describe any extenuating circumstances which you believe warrant a payment plan/cancellation of overdue fine/lost book fee:

(staff use only) Payment plan set:

Supervisor/associate Initials:

date:

Library Assistant's concerns/searches:

Date:

Associate's concern/searches:

Date:

Supervisor's response to concern/searches:

Date: