

HARLINGEN PUBLIC LIBRARY  
CIRCULATION POLICY

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DOCUMENTATION INFORMATION:

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

Revised by Ruben Rendon, Library Director 10/5/98, rev. 11/5/01, rev 1/7/08, rev. 9/4/2012

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, 06/07/21

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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 borrowing period for all materials can be found in Appendix A.

(2) Renewal Policy

- A. Library materials, except digital materials, 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 renewal period per type can be found in 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. Limits on the number of materials that may be checked out per library card per borrowing period can be found in Appendix A.
- 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 and Adventure Bags 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) All fines and fees are per City of Harlingen Ordinance and can be found in Appendix B-1.
- (5) Cardholders may appeal lost items that they believe have been turned in by using the "Claims Return Form." (Appendix C)

56 (6) Cardholders may request a payment plan to repay lost/damaged materials. Payment plans may not  
57 exceed 12 months. Missing two monthly payments will revoke the payment plan agreement.  
58 Library staff reserves the right to deny the payment plan request based off the cardholder's  
59 fine/fee and payment history. (Appendix D)  
60  
61

## 62 APPENDIX A

### 63 Borrowing Period:

64 Print Materials/Audios/Kits/Adventure Bags	21 days
65	
66 Non-print Materials	7 days
67	
68 Electronic titles checked out through OverDrive Service	21 days
69	
70	
71	

### 72 Renewals:

73 Physical library materials	2 renewal period per item
74	
75	

### 76 Limits:

77 Total titles of any combination of the following formats	15 titles per card
78	
79 Physical items checked out per borrowing period	15 items per card
80	
81 Video material	3 per card
82	
83 Audio material	5 per card
84	
85 Popular material	5 per card
86	
87 Electronic titles checked out through OverDrive Service	5 per card
88	
89 Designated items with high replacement costs	1 per card
90 (Examples: The Great Courses, Ingles sin Barreras, Adventure Bags)	
91	
92	

### 93 TexShare Library Card Users:

94 Total titles of any combination of the following formats	5 titles per card
95	
96 Physical items checked out per borrowing period	5 items per card
97	
98 Video material	3 per card
99	
100 Audio material	5 per card
101	
102 Popular material	5 per card
103	
104 Electronic titles from the OverDrive service	Not Permitted
105 A valid Harlingen Public Library card is required for use of the OverDrive service.	
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108	

### 109 24 Hour Library Kiosk Materials:

110 Total titles of any combination of the following formats	5 titles per card
111	

112  
 113 Books checked out per borrowing period 5 titles per card  
 114  
 115 Video material 3 per card  
 116  
 117  
 118 Overdue Materials: Library materials are overdue one (1) day after the due date.  
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121 **APPENDIX B – 1**  
 122 **FEE STRUCTURE FOR DAMAGED AND LOST MATERIALS**  
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 124  
 125

126 Library Item	Damages/repairable	Lost/Non-Repairable
127		
128 Adult books and YA Books	\$15.00	\$25.00*
129 Adult and YA Audiobooks	\$25.00	\$50.00*
130 Juvenile Audiobooks	\$20.00	\$50.00*
131 Adult/Teen Kits	\$40.00	\$100.00*
132 Juvenile Kits	\$33.00	\$45.00*
133 Juvenile Books	\$10.00	\$18.00*
134 Board Books	\$ 5.00	\$10.00*
135 Visual Media (DVD, Blu-Ray, etc.)	\$15.00	\$25.00*
136 Reference Material	\$15.00	\$50.00*
137 Periodical Material	\$ 3.00	\$ 5.00*
138 Oversize Material	\$15.00	\$60.00*
139 Large Print Books	\$10.00	\$32.00*
140 Item labels barcode labels, and cases	\$5.00	N/A

141  
 142 \* Or replacement cost, whichever is greater.  
 143

144 Kits are defined as any two or more items of print and non-print materials considered as one unit. Adventure bags  
 145 are an example of a kit.  
 146  
 147  
 148

149 **APPENDIX B – 2**  
 150 **FINES**  
 151

152 Overdue Materials	\$ 0.25 per item per day
153 (books, videos, CDs, DVDs, Blu-Ray)	
154	
155 Adventure bag placed in book drop	\$1.00 per item
156	
157 Maximum fine for overdue items	\$5.00 per item
158	
159 Maximum fine on all overdue materials	\$75.00 per card
160	

161 Note: Charges for lost materials are set in Appendix B-1. Person responsible for library card with lost materials will  
 162 be charged full amounts as set in Appendix B-1.  
 163  
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174

## APPENDIX C



175

### 176 Claims Return Form

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

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

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

188

189 Date Claim filed: \_\_\_\_\_ Email address: \_\_\_\_\_

190 Patron Name: \_\_\_\_\_ Patron Card Number: \_\_\_\_\_

191 Date item was claimed returned: \_\_\_\_\_

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

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

194 \_\_\_\_\_

195 \_\_\_\_\_

196 \_\_\_\_\_

197

\_\_\_\_\_

198

\_\_\_\_\_

199

\_\_\_\_\_

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)

*Supervisor:*  
Start date: \_\_\_\_\_ (30 day search)

End Date: \_\_\_\_\_ Initials: \_\_\_\_\_

End Date: \_\_\_\_\_ Initials: \_\_\_\_\_

(notified patron) - email Date: \_\_\_\_\_

(notified patron) - email Date: \_\_\_\_\_

Staff initials: \_\_\_\_\_

Staff initials: \_\_\_\_\_

200

\_\_\_\_\_

201 \*\*Attach Copy of written notice



203 **FINE/LOST BOOK APPEAL FORM**  
204 **PAYMENT PLAN AGREEMENT**

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

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

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

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

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222 Date form given to patron: \_\_\_\_\_ Date patron submitted form: \_\_\_\_\_

223 Last Name: \_\_\_\_\_ First Name: \_\_\_\_\_

224 Library Card #: \_\_\_\_\_ Phone #: \_\_\_\_\_

225 **Email address:** \_\_\_\_\_ **Fee you wish to appeal:** \_\_\_\_\_

226 -----

227 Title & Barcode of each item: \_\_\_\_\_ interlibrary loan (circle one) Yes No

228

229

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: