

Circulation Policy

Purpose

Woodward Public Library has a variety of materials, in a variety of formats, available to all people, and in doing so, supports the library's mission of building an educated, vibrant community by providing equal access to information, materials, and innovative services and programs.

To provide for efficient and equitable circulation of materials, the library sets the following policies regarding borrowing eligibility: loan limits for various materials, limits on the number of items that can be checked out, renewals, reserves, interlibrary loan, overdue charges on library materials, and damage and replacement assessments.

The library utilizes an integrated automated circulation system to maintain, monitor, and report overdue notices, billings and balances, and user registration records.

Registration Guidelines

- Applicants must provide a valid photo ID with their current physical address and/or a form of identification verifying their current physical address.
- Examples of acceptable proofs
 1. A valid Oklahoma driver's license with a current address
 2. Personal check with printed name and current address
 3. Utility bill or receipt postmarked within the past 30 days
 4. Property tax statement
 5. Current student I.D. card
 6. Current payroll stub
- P.O Box numbers are not accepted as proof of address but may be used as a mailing destination for correspondence from the library.
- Library cards may only be issued to residents of Woodward, Ellis, Dewey, Major, Woods, and Harper counties.
- Applicants under the age of 18 must have a registration card signed by a parent or legal guardian unless they are lawfully emancipated (required documentation). Parent or legal guardian and minor must be present.
- The name and address provided for identification verification must match the information on the application.
- A customer shall only have one library card.
- Customers are required to present their library cards at the time of check out. A photo ID or the library card barcode stored on an electronic device may be used. A customer under the age of 18 will be required to verify the information on their card.
- Library cards are valid for one year from the date issued. A customer whose card has expired will be required to provide identification to corroborate their current address.
- Library cards will not be issued 15 minutes prior to closing.

Educators

- An educator's card is available for educators, being defined as teachers from public and private schools, home schools, day care centers, and preschools.
- Proof of employment or affiliation is required.
- Only one institutional/educator card per household will be issued.
- A limit of 20 items, five of which may be DVDs, may be checked out for a period of 31 days. The items are not available for renewal.
- The Woodward Public Library reserves the right to limit numbers of items and shorten loan periods for seasonal, special displays, school assignments, and high-demand material.
- The card shall not be used as a personal library card.

Temporary Card

- Temporary cards are issued to customers who are expected to live in Woodward County for more than 30 days but less than six months, or do not have permanent address.
- Customers must complete an application and provide a valid photo ID.
- Applicants living in other temporary housing may obtain a card by providing proof of employment in Woodward County and proof of a permanent mailing address.
- If the place of residence is a shelter, a letter from the director stating proof of residency will be required.
- Two items may be checked out on a temporary card at one time.
- Hotspots or interlibrary loan material cannot be borrowed with a temporary card.
- Temporary cards are valid for six months or until a permanent Woodward County address is verified.
- Hotels, motels, shelters, and other temporary housing are not considered to be permanent addresses.

Digital Library Card

- Residents of Woodward, Ellis, Dewey, Major, Woods, and Harper counties who are at least 18 years of age will be eligible for a digital library card.
- A digital card will only allow access to all online resources such as eBooks, downloadable audiobooks, and e-learning.
- The library card number will be emailed to the address provided within three business days; a permanent barcode will be mailed within seven business days.
- A full-service card can be obtained by presenting a photo ID and current physical address at the library.
- Digital library cards will only be issued to customers who do not have a physical library card within the system.

Replacement of a Lost Library Card

- The initial library card is free of charge.
- There is a \$1.00 charge for a lost card.
- There is no charge to renew an expired card, for replacing a card due to normal wear, change of address, or legal name change.
- A replacement card for a child under the age of 18 will require the presence of a parent or legal guardian.

Customer Responsibility

Library customers may view their personal identifiable information at any time by logging into their account online using their library card number and PIN, or through a library staff member at the circulation desk after verifying their identity. While the library staff will strive to confirm the accuracy of all customers' personally identifiable information annually upon renewal of their library card, it is the customer's responsibility to keep their personal information accurate and up-to-date and notify the library of any changes. The library is not responsible for the consequences of failing to notify the library of such changes.

The cardholder is responsible for all items checked out, fines accrued on their library card, and restitution fees for missing or damaged materials.

A parent or legal guardian is responsible for all library material checked out on a child's card and is legally liable for any charges on that card.

CIRCULATION OF LIBRARY MATERIALS

Checkout Limits

Most library customers may have a total of ten items checked out on their library card, five of which can be DVDs.

Loan Periods

Most library materials may be checked out for a period of fourteen days with the following exceptions:

Material on an Educator's or Institutional Card	31 Days
Oklahoma Collection	In-library Use Only
Interlibrary Loan	Indicated by Lending Institution
Kits	7 Days
Equipment <i>See Equipment Policy</i>	3 Days
Hotspot <i>See Hotspot Policy</i>	7 Days

Exceptions may be made for Oklahoma Collection if, in the judgment of the director, it is necessary to take the material out of the library. A non-refundable deposit of \$25.00 and a phone number will be required.

Loan periods and limitations by subject and format are set by the Woodward Public Library with the support of the library's Board of Directors and the City of Woodward.

Renewals

- As a courtesy to library customers, most library material is eligible for automatic renewal.
- Materials may also be renewed in person, by telephone or on the library's website. A library card number, name, and customer's birth date must be supplied.
- Interlibrary loan materials may be renewed only once for a period of seven days. Longer renewal periods require the consent of the lending institution. *See Interlibrary Loan Policy*
- Kits may be renewed only once for a period of seven days.
- The following materials may not be renewed:
 1. Materials on an educator's card
 2. Items on reserve for another customer
 3. Items previously renewed twice

Reserve Requests

- Library materials which are checked out may be placed on hold/reserve.
- Customers may place holds in person, by telephone, or on the library's website.
- A maximum of 2 holds may be placed on a customer's library card.
- Customers will be notified by telephone, email, or text-messaging that an item is available for pickup.
- Requested items will be held for up to 3 days at the main circulation desk.
- The Woodward Public Library reserves the right to determine if an item may or may not be placed on reserve.
- Reserves are not accepted for customers who have overdue items on their account.

Interlibrary Loan Requests

- All customers with a valid library card may use the interlibrary loan service.

- A customer may have no more than five interlibrary loan requests active at one time.
- Customers are responsible for all charges incurred with an ILL request such as postage, photocopy charges, overdue charges, charges associated with lost or damaged items, etc. See *Interlibrary Loan Policy*

Overdues and Fines

- A fine will accrue for each item that is not returned by the due date.
- An item is considered overdue if not returned by the time the library closes.
- Overdue charges do not accrue days that the library is closed.
- A customer's borrowing privileges will be suspended if they have more than \$5.00 in outstanding charges.
- Installment payments of accumulated fines and bills will be accepted.
- The maximum fine for any one item is the cost of the item; **except for DVDs and CDs, the maximum fine is \$15.00 per item.**
- Fines and outstanding charges will be brought to a customer's attention at the checkout desk.
- Customers over the age of 62 or under the age of 18 are exempt from accruing fines. See *Fee Schedule for overdue charges.*
- Library staff shall attempt to collect fines according to policy; however, staff members are urged to use discretion in unusual situations. See *Policy on Waiving Fines and Restoring Borrowing Privileges*
- Fine charges for all library material are set by the library with the support of the Woodward Public Library Board of Directors and the City of Woodward.

Claimed Returned or Never Checked Out

- Occasional disputes may arise between customers and library staff regarding items on their account. The library staff will make a good faith effort to locate the item within the library. Likewise, the customer will be encouraged to carefully search their home for the missing item.
- If the material in dispute cannot be located, the library director may forgive the charge at her discretion.
- No more than one lost item will be forgiven per customer account.
- A customer may have up to two claims returned over the lifetime of their account and continue to borrow library material.
- When a customer exceeds two claims, the customer will be billed for the cost of the item plus a \$5.00 processing fee. NOTE: One claim equals one item.
- A customer may continue to borrow library materials, but loan limits apply to returned claims as well. For instance, a consumer is only permitted to have DVDs checked out at one time. If a customer has a claim returned, he may only borrow additional DVDs until the claim is resolved.
- A customer who claims to have returned or not checked out that item is not responsible for late charges.
- Claims will be tracked on a customer's card.

Lost and Damaged Material

- A customer must pay for items that are damaged or lost when checked out on their account. Damage charges will be assessed depending on the extent of the damage.
- Charges for lost or damaged items include the replacement cost plus a \$5.00 non-refundable processing fee.
- Installment payments will be accepted.
- The library does not generally accept replacement copies of lost or damaged items. However, the library will accept a replacement copy provided it has the same ISBN number or other standard identifying number as determined by library staff. A replacement copy must be new and of the same format. A \$5.00 processing fee still applies to all accepted replacement copies.
- Overdue charges for lost/damaged items are waived when the customer pays the replacement cost of those items.

- The library does not issue refunds for lost or damaged items that have been paid for by a customer. Once the item is paid for, it is considered the customer's property.
- If a customer does not return an item within 30 days of the due date, items on their card will be considered lost, and their account will be blocked. The cost of each item plus a \$5.00 processing fee per item will be charged to their account.
- The library will not be responsible for any damage a library item might cause to the customer's personal equipment.
- See Fee Schedule for miscellaneous charges, such as barcodes, cases, bags, etc.
- Lost or damaged charges for all library material are set by the library with the support of the Woodward Public Library Board of Directors and the City of Woodward.

Library Notices

- The Woodward Public Library provides a notification service for hold items, pre-due notices, overdue notices, and other service-specific reasons. Notices are available by email, text-messaging, or mail.
- Customers can select a preferred method of notification, but keep in mind that not all notices are available by all notification methods.
- It is the responsibility of the cardholder to notify the library of any contact information changes.
- For cardholders who receive their notices by email, it is the cardholders' responsibility to make sure their email address is correct and to allow any filtering system on their computer to receive library notices. NOTE: Some web-based email engines treat the messages as spam.
- Failure to receive notice does not absolve the borrower of any fines or fees attached to their account.

Suspension of Privileges

A customer's borrowing privileges will be suspended if the following limits have been reached:

1. A customer with overdue library material.
2. A customer who claims to have returned items that are deemed lost on three separate occasions. Borrowing privileges will be reinstated once the lost items are paid for.
3. A customer with an outstanding library charges \$5.00 or more.
4. An insufficient check that is not paid after customer notification.

A customer whose borrowing privileges are suspended may not use another customer's library card to check out library material.

Confidentiality of Customer Records

Library customers' records are confidential. Customers may ask for access to their own records; however, other individuals may not inspect a customer's record except with the customer's authorization or by order of a court of law.

The Woodward Public Library respects the privacy and confidentiality of all library users, regardless of age; yet recognizes that as the legal and financially responsible party, parents or legal guardians may have just cause to access information regarding their children's account. Parents or legal guardians of a child under the age of 18 who wish to obtain access to their child's library records must provide the child's library card or card number and verify their own identity.

Customers should be aware that due to specific legislation (See below - Section 215 of the federal USA Patriot Act, Public Law 107-56), confidentiality may be compromised.

Section 215: Access to Records Under Foreign Intelligence Security Act

Allows an FBI agent to obtain a search warrant for "any tangible thing," which can include books, records, papers, floppy disks, data tapes, and computers with hard drives.

Permits the FBI to compel production of library circulation records, Internet use records, and registration information stored in any medium.

Does not require the agent to demonstrate "probable cause," the existence of specific facts to support the belief that a crime has been committed or that the items sought are evidence of a crime. Instead, the agent only needs to claim that he believes that the records he wants may be related to an ongoing investigation related to terrorism or intelligence activities, a very low legal standard.

The Woodward Public Library supports the American Library Association's *Library Bill of Rights*, *Freedom to Read Statement*, *Freedom to View Statement*, *Statement on Labeling*, and *Intellectual Freedom Statement*.

See Customer Confidentiality Policy

Authorized User

- The library cardholder has the option to add an additional authorized user to help manage their account for the purposes of paying fines, checking out library material, renewing borrowed materials, and verifying what materials are checked out on the cardholder's account.
- The library cardholder is required to complete an Release of Information form.
- The name of the authorized user and date authorized will be noted on the customer's account.
- Authorization may be revoked at any time by re-submitting this form and marking the "revoke" statement.

Parental Consent

The signature of a parent or legal guardian acknowledges responsibility for library materials checked out to the child. It is the policy of the library not to act *in loco parentis* in keeping with the principles of equal access to information and materials for all customers.

Therefore, the library will not restrict any customer, including children, from access to any type of class or materials or from any information in the library.

If a parent or legal guardian does not wish their child to have access to materials, they will need to discuss the restrictions with the child in the context of a parent-child relationship.

If a parent or legal guardian wishes to withdraw the acknowledgement of responsibility from their child's card, the library staff will deactivate the child's record so that no materials may be checked out to that card. The child's access to the library's collection is then available only through the parent or legal guardian's library card.

Amendments

The Woodward Public Library, with the support of its Board of Directors, is authorized to amend or revise this policy as deemed necessary.

Adopted April 2009; Revised October 2016; November 2016, March 2018, November 2019, June 2022, September 2023