



Madison County Library System  
102 Priestley St.  
Canton, Mississippi 39046

# Circulation Policies and Procedures

**Compiled and Edited by:**

The MCLS Circulation Committee

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## **Preface**

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Patrons are the most important asset of the Madison County Library System. We recognize that our circulation policies and procedures exist to fulfill and support the library's purpose of providing access to the materials and information in the system's collection.

This policy manual, as with all of our policies, is a bridge from the library to the library users. We will be changing and improving policies and procedures as the need arises. Remember, it is the responsibility of each employee to know the policies and procedures that direct library services. Knowing policies and procedures supports us in offering quality services to our users and helps us in making suggestions for improvement.

Situations not addressed in this manual should be considered individually and referred to the Branch Manager and/or Director for resolution.

--Circulation Committee Members  
*MCLS*

## **Mission Statement**

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The mission of the Madison County Library System is to provide library resources and services necessary to meet the evolving informational, recreational, and cultural needs of the public, thus enhancing individual and community life.

# **Chapter 1      Circulation Services**

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## **Statement of Purpose**

The primary function of Circulation Services is to support the process of circulating materials from the collection. This process includes the cycle an item makes from being pulled from the shelf, checked out to the borrower, checked back into the library, and re-shelved. Circulation Services is responsible for asking and answering the following questions:

- **Who** has an item checked out?
- **When** are the items due to be returned?
- **What** items does each borrower have checked out?
- **How** many items have been checked out?
- **Where** are items returned?

Circulation Services covers a major portion of the library, from public services at the front desk to the work behind the scenes and the maintenance of the stacks.

## **Statement of Service**

The patron's first contact with the library is Circulation Services. Staff working in this department must: greet the patron, be familiar with circulation policies and procedures, and be prepared to answer questions about services and refer patrons to the proper department. The importance of first impressions of the library at Circulation Services cannot be overstated. Staff who cannot provide quality service or who seem annoyed, irritable, unknowledgeable, or not interested in patrons' requests and questions create a negative impression of the library that is hard to overcome. **Remember the library user is our reason for being here.**

Good public relations will be judged on how our users are served and how their informational needs are met. All staff must be aware of the need for good public relations and must provide the best service to all library users.

## **Code of Service**

1. The library user is entitled to easily accessible library collections in a safe, clean, organized, and appropriate environment staffed with friendly, courteous employees.
2. Each library user is to be welcomed, fairly and courteously, without discrimination.

3. Service to the user takes precedence over the library's internal paperwork and internal communication.
4. Information given to the library user will be based on verified, current sources, clearly communicated, and given in a timely manner.
5. Service to other staff members should be of the same quality of service that is provided to the library user.

### **Staff Coverage of the Circulation Desk**

The circulation desk will not be left unattended during hours the library is open to the public. If a staff member is late coming on duty at the desk, the person who is on duty must remain at the desk until he/she is relieved. Staff members who are late for desk duty should be reported to the Branch Manager.

### **Confidentiality**

Confidentiality is a basic principle of librarianship. All information related to a patron's registration and borrowing record are strictly confidential and are available only under specific court order. If a visitor or law enforcement official requests such information, the person on duty should ask for identification and immediately refer the official to the Branch Manager or Director.

### **Procedures For Implementing Confidentiality Of Library Records**

1. The Director, upon receipt of such process, order, or subpoena, shall consult with the appropriate legal officer assigned to the institution to determine if such process, order, or subpoena is in good form and there is a showing of good cause for its issuance.
2. If the process, order, or subpoena is not in proper form or if good cause has not been shown, insistence shall be made that such defects be cured before any records are released. (The legal process requiring the production of circulation or other library records shall ordinarily be in the form of subpoena *duces tecum* [bring your records] requiring the responsible officer to attend court or the taking of his/her deposition and may require him/her to bring along certain designated circulation or other specified records.)
3. Any threats or unauthorized demands (i.e., those not supported by a process, order, or subpoena) concerning circulation and other records identifying the names of library users shall be reported to the appropriate legal officer of the institution.
4. Any problems relating to the privacy of circulation and other records identifying the names of library users, which are not provided for above, shall be referred to the responsible officer.

5. All library trustees, employees, volunteers, and friends shall comply with this policy; with all federal, state, and local laws or regulations relating to the privacy of library records; and with relevant court decisions of the highest state and federal courts.

### **Mississippi State Law Pertaining to Privacy of Library Records**

#### § 39-3-365. Confidentiality of library user records

Records maintained by any library funded in whole or in part by public funds, which contain information relating to the identity of a library user, relative to the user's use of books or other materials at the library, shall be confidential. Such records may only be released with the express written permission of the respective library user or as the result of a court order. SOURCES: Laws, 1992, ch. 521, § 1, eff from and after July 1, 1992.

## **Chapter 2                      Patrons**

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### **Registration Policy**

#### **Madison County Residents**

Any individual living in Madison County may be issued a library card at no charge. Library cards are issued to individuals and are not transferable among family members or friends. Any person may register by providing proof of name and address, and contact information.

#### **Privileged Non-Residents**

- **Individuals who work, own property or attend post-secondary school in Madison County**
- **Educators who work in Madison County at all grade levels**
- **Residents of counties that border Madison County (Attala, Hinds, Holmes, Leake, Rankin, Scott, Yazoo)**

Any individual meeting any of the above requirements and providing name, proof of address and phone number may be issued a nonresident library card at no charge.

**Privileged non-residents have access to checkout all physical materials located in any of our five branches.**

**Privileged non-residents are restricted from checking out eAudio and eBook materials through OverDrive (Libby) and Hoopla.**

#### **Youth Card**

All applicants age 17 and under must have a parent or legal guardian read and sign the application. Parent must be present. By reading and signing the child's application, the parent or guardian accepts financial responsibility for all items borrowed on the child's card.

### **User Profiles**

ADULTPRIV	Adult nonresident who works, attends post-secondary school in Madison County, OR resides in a border county*
ADULTRES	Adult resident who lives in Madison County and is 18 years of age or older
PROPOWNER	Anyone who owns property in Madison County
SCHOOL	Educator card. Last name in Insignia=school name; first In Insignia=Teachers full name
TEACHER	Educators who work in Madison County – All Grade Levels



THPRIV	Youth nonresident who works, owns property, attends post-secondary school in Madison County, OR resides in a border county* between the ages of 5-17
YTHRES	Youth resident of Madison County 17 and under.

\*Border Counties are **Attala, Hinds, Holmes, Leake, Rankin, Scott, Yazoo.**

## **Re-registration and Borrowed Cards**

### **Re-registration**

Library cards are valid for one year from date of issue. At the end of that time, cards must be updated in order to extend library privileges.

Insignia will display an alert for expired cards. When this message appears, inform the patron that the card is about to expire and ask if the patron would like to renew the card. The patron must verify their address and their library card to renew.

### **Borrowed Cards**

Cards borrowed from other patrons cannot be used to check out library materials. Library cards must be used only by the person who signs the card. When in doubt about the validity of the card, ask for identification before checking out materials. Children may not use their parent's or any other adult's card to check out materials.

### **Notes in Insignia**

Any staff member placing a note in Insignia should initial and date the note. All notes should be removed appropriately in a timely manner

## **Chapter 3                      Charging Materials**

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### **Circulating Items**

Books and audiovisual materials may be checked out at the library. Digital items are available for checkout from our website, [www.mclsms.org](http://www.mclsms.org).

The Library system is not responsible for any damage that occurs to personal equipment while viewing, listening or downloading any items provided by the Library.

### **Swap Paperbacks**

Uncataloged paperbacks are available to patrons at some branches on the honor system and are swapped on a one-for-one basis. The number of paperbacks exchanged is to be recorded as non-Insignia circulation for statistical purposes.

### **Non-Circulating Items**

Vertical File materials may not be taken out of the building, as their physical format is very susceptible to damage; they are often impossible to replace in case of loss; and they are frequently used as reference sources. In addition, books that have been designated as reference or genealogy do not circulate. These books are used to find answers to specific questions and must be available at all times to the library staff in order to respond to requests for information from the public as efficiently as possible.

### **Date Due Receipt**

Date due receipt is the method MCLS uses to inform our users of when an item is due back in the library. A slip is generated at each checkout that shows the number of items, title of items, and the due date of each item checked out and is provided to the patron. Patrons are responsible for knowing when items they have checked out are due. Patrons may also check their library account online to obtain due dates for materials. Patrons may opt to receive a courtesy email reminder for items approaching the due date. This is only a courtesy, and the date due receipt will serve as the official notification.

### **Library Card**

Library patrons must present a valid library card from MCLS for checkout of all library materials. MCLS will allow the use of a valid photo ID for checkout. If staff cannot verify the validity of the patron's card or ID on the computer system, checkout will not be permitted. Lost or damaged cards will be replaced free of charge.

## **Policy for Circulation of Audiovisual Materials**

MCLS is pleased to provide DVDs, CD, and juvenile audio kit collections as a service to its patrons. In order to provide service to all patrons, we have established the following guidelines for the circulation of audiovisuals.

### **DVDs**

- DVDs are checked out for seven (7) days.
- As with all other items in the collection, patrons are responsible for DVDs checked out on their library cards. Patrons must pay the full cost of replacement if a DVD is lost, destroyed, or damaged.
- DVDs may be returned to any of the MCLS branches.
- DVDs must be returned in the original library packaging.

### **Audio Materials**

- CDs and juvenile audio kits are checked for twenty-one (21) days.
- As with all other items in the collection, patrons are responsible for audio materials checked out on their library cards. Patrons must pay the full cost of replacement if an item is lost, destroyed, or damaged.
- CDs and juvenile audio kits must be returned in the original library packaging. Fines will be incurred for violations.

## **Renewals**

Renewals are a way of extending loan periods for our users. Two twenty-one (21) day renewals of items with standard loan periods are permitted, provided the item is not reserved for another library user. DVDs have two seven (7) day renewal periods. All items automatically renew up to two times provided there are no holds. Items may be renewed in any of our branches or by telephoning the Library or online. Books borrowed through Interlibrary Loan (ILL) are renewable contingent upon permission of owning library.

## **Return of Items**

All items must be returned to any library branch of MCLS. Interlibrary Loan (ILL) items must be returned to the branch where it was checked out.

## **STAFF SHOULD INSPECT MATERIALS BEFORE DISCHARGING THEM.**

DVDs, kits and CDs should be physically examined upon their return for the following:

1. To be assured that all contents are present.
2. To evaluate the CD, or DVD by visually inspecting for any breaks, cracks, or excessive damage.

Books should be examined upon their return for the following:

1. Torn pages
2. Marking or writing in the book
3. Any physical damages (water damage, food stains, mold and mildew, etc.)  
Items damaged beyond repair should be discarded. Upon discarding, mark through the barcode and spine label and write discard on the item.

### **Loan Limits and Periods**

The following loan periods and limits have been established to provide library users with an adequate amount of time to both use library materials and return them so that they are available for use by other patrons.

#### **I. Loan Limits**

Total Items: Thirty-Five (35) per card (this excludes audiobooks, DVD's, kits, etc.)

The following subject and/or media specific loan limits have been established:

1. DVDs: Ten (10) per card.
2. Audiobooks: Ten (10) per card.
3. Audio Kits: Ten (10) per card.
4. OverDrive eBooks / Downloadable Audiobooks: Ten (10) per card.

#### **II. Loan Periods**

Loan Period: Twenty-one (21) days for all items except:

1. DVD's: Seven (7) days.
2. OverDrive eBooks/Downloadable Audiobooks: Loan period is seven (7), fourteen (14) or twenty-one (21) days.

### **Hold Limits**

1. Ten (10) holds per person.
2. Seven (7) days to pick up held items.
3. OverDrive eBooks/Downloadable Audiobooks: Ten (10) per card.

### **New Items**

The following procedures should be used when branches receive new items:

1. Check branch ownership.
2. Discharge the item

### **Check-In**

The main purpose of discharging materials is to transfer responsibility of the materials from the borrower back to the Library. Materials will be discharged the same day they are returned.

### **Book drop**

Materials deposited in the book drop should be collected promptly every morning and at the end of the day.

### **Shelf Reading**

Library users must be able to locate materials on the shelves. Access is impeded if a customer cannot locate an item. One main reason for not being able to locate an item is that the item is not in the proper location. Staff are responsible for reading the shelves to ensure that items are not shelved incorrectly.

### **Shelving**

After materials are discharged at the front desk, they should be placed on a labeled book truck. Materials should be rescanned before being shelved.

## **Chapter 5**                      **Fines and Fees**

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### **Damaged Items**

A fee for replacement cost will be assessed for damaged items that can no longer be used. Charges are assessed for damaged materials to encourage library users to take proper care of public property. See the Fine and Fee Schedule at the end of this chapter.

### **Lost Materials**

Materials are considered lost and charges plus a nonrefundable processing fee will be assessed when either of the following criteria has been met:

- When the item is 45 days past due from the final due date, the item is assumed to be lost.
- When the library user tells the staff that they cannot locate the item.

**For procedures dealing with lost materials, see chapter 7.**

### **Overdue Materials**

A public library exists to serve the community and is based on the concept of sharing resources. When one person violates that principle by retaining materials beyond the established limits, that person takes unfair advantage of the community as a whole. Patrons are encouraged to follow lending loan periods and return materials on time. MCLS agrees with the American Library Association policy statement that the “imposition of monetary library fines creates a barrier to the provision of library and information services.”

### **Patron Unresolved Fines**

Patrons will not be allowed to check out materials if they have fees totaling ~~\$5.00~~ \$25.00 or more.

### **Waiver of Fines and Fees**

The Branch Manager or Head of Circulation have the option and authority to waive or reduce charges if he/she determines that extenuating circumstances so warrant.

### **Method of Payment**

Payment of fees must be made with cash or by a personal check made out to MCLS. If the check is returned, the amount of the check and any bank fees are charged to the patron’s library account.

## **Refunds**

If a library user locates an item within three (3) months after he or she has paid for it, a refund, excluding the processing fee, will be issued for the cost of the item if the item is in good condition. Library users who request a refund must provide the receipt that was issued by the Library at the time payment was made. Refunds without a receipt will be made on a case by case basis.

## **Special Service Fees**

Copies and computer printouts are provided in all of our libraries. Library users are charged for all copies.

Fax service is provided in all of our libraries. No international fax service is available at any branch.

## **Interlibrary Loan Request**

Library users may request that the library attempt to locate and borrow a book or magazine article that is not available at any of the MCLS libraries. Library users who fail to return material borrowed for them through interlibrary loan will be charged for the cost of the item (as determined by the lending library).

**Madison County Library System  
Fee Schedule:**

*Revised April 12, 2022*

**Overdue Materials**

**No late fines are charged for overdue materials**

**Lost / Damaged Beyond Repair Materials**

\$5.00 non-refundable processing fee **PLUS** the replacement cost determined by the Insignia ILS. Patron can provide a new replacement copy of the same format (paperback, hardcover, CD, DVD, large print)

**Photocopies** There is no price difference if you bring your own paper. Two sided copies count as 2 pages.

Legal and letter size	\$ .20 per page
Ledger size	\$ .50 per page

<b><u>Meeting Room</u></b>	\$25 for ½ day
	\$50 for full day

<b><u>Computer Printer</u></b>	\$ .20 per B&W page
	\$ .50 per color page

<b><u>Flash Drive</u></b>	\$5.00
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<b><u>Fax Charges</u></b>	\$1.00 per page to send or receive (includes toll free) No International faxes
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### **Holds Policy**

Holds are placed on materials that are in circulation. A hold can be placed on materials to ensure that the item is not renewed and is held for the requestor. A user may place a maximum of ten holds. A time limit of seven days is set for the library user to pick up the item.

### **Branch Request**

When a patron requests a book not owned by your branch:

- Search the catalog to determine if the book is located at one of the other branches.
- If the book is owned by another branch, place a hold on the material for your patron.
- If none of the MCLS branches owns the book, the patron should be offered the opportunity to request the book through interlibrary loan.
- Requests for new books not owned by MCLS should be given to the Branch Manager so that he/she may consider the book for purchase.

Genealogy and reference materials are not loaned to other branches or other libraries.

### **Interlibrary Loans**

Books not owned by our library system, photocopies of magazine articles, and information on a particular subject may be requested through the interlibrary loan service. After searching Insignia to verify that the item is not in our library system, a request can be entered for the item using the patron's ID number and the author and title of the item requested.

All requests for ILL materials should be reviewed by the Branch Manager or other designated person to determine if a purchase request rather than an ILL request should be submitted for the materials. This decision should be based on established collection development policies of the MCLS.

Most electronically processed interlibrary loan requests require a minimum one-week processing time, so the patron should be informed of the time involved.

The following materials cannot be borrowed or loaned through interlibrary loan.

- Genealogy and reference materials.
- Materials published within the last six months.
- Non-circulating materials owned by MCLS.

All interlibrary loan requests must be submitted to the ILL coordinator in Administration. When an ILL is placed, the patron should be informed that the materials will be held for one week before being returned to the lending library. There is a limit of five ILLs per patron.

## **Chapter 7**                      **Overdue Process**

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### **Overdue Materials**

14 days after the final due date, materials will be considered overdue if they have not been returned or renewed.

### **Overdue Notice Schedule**

2 days before item is due	Email reminder
On due date	Email reminder that item has auto-renewed Items will auto-renew up to 2 times <i>Items on hold for another patron will not auto-renew</i>
14 days after final due date	Reminder by email or text
45 days after final due date	Notified by email, text or mail account has been billed for replacement cost and account is blocked until item returned, paid for or replaced

### **Payment of Fines and Fees**

The patron is liable for library materials damaged beyond repair or lost. The Library staff will notify the patron of payment due for replacement of damaged or lost materials. In certain extreme or extenuating cases, fines may be forgiven, but this decision should be made only with the approval of the Branch Manager or the Head of Circulation.

### **Lost Items**

Mark the item *Lost* in Insignia.

### **Items Missing**

Items that cannot be located should be marked as missing in Insignia.