



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

Circulation Policies and Procedures

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Preface

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

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

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.

Opening and Closing Procedures

Opening Procedures

- Deactivate alarm system upon entering the building.
- Turn on lights.
- Turn on all computers.
- Pull hold items. See the Symphony Procedure Manual for detailed instructions.
- Check the "Clean Holds" report in Symphony for items that need to be pulled from the hold shelf. See the Symphony Procedure Manual for detailed instructions.
- Turn on copy machine and printer(s) and check paper tray.
- Check library for order and cleanliness.
- Secure books from book drop.
- Discharge items.

Closing Procedures

- Make announcements for closing at three different intervals.
 - 30 minutes prior to closing
 - 15 minutes prior to closing
 - 5 minutes prior to closing
- Turn off all computer monitors and copy machines 15 minutes before closing.
- Turn off all lights and lock all doors.
- All staff should leave together when closing the library at night.
- Activate alarm system where applicable

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.

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 giving name, address, phone number, and must show one picture I.D. with current Madison County address and (1) proof of residence within the last 30 days (utility bill, delivered mail, etc.). If photo I.D. does not have current Madison County address, a second proof of residence will be required. If someone does not have proof of residence, the library card can be mailed to their home address – the card will be valid when the patron signs the card.

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, Warren, and Yazoo)**

Any individual meeting any of the above requirements and providing name, address and phone number may be issued a non-resident library card at no charge with the following identification:

1. Applicants applying for a card based upon attending school or working in Madison County must show a letter from their school or employer on the school or business letterhead. An updated school or employment letter will be required annually to renew the library card. Students may also use a current school I.D. card with a photo.
2. Applicants applying for a card based upon owning property in Madison County may obtain a non-resident library card by showing a copy of a current tax statement.
3. Owners of a business in Madison County may be given a personal library card at no charge when they present proof of such ownership. Proof of ownership would be a current tax statement with name and address.
4. Applicants applying for a card based upon residency in one of the border counties must show one picture I.D. with current address and (1) proof of residence within the last 30 days (utility bill, delivered mail, etc.). If photo I.D. does not have current address, a second proof of residence will be required. If someone does not have proof of residence, the library card can be mailed to their home address – the card will be valid when the patron signs the card.

Library cards are issued to individuals and are not transferable among family members or friends.

Non-Residents

Applicants who do not meet any of the above requirements may obtain a non-resident library card for an annual fee of \$30.00 or \$20.00 for 1/2 year. The fee is nonrefundable.

Youth Regular Card

Children are eligible for their own regular library card when they reach the age of 5 years. All applicants age 15 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.

Youth Fine Free Card

Alternatively, youth 17 and under may obtain a Youth Fine Free card without the signature of a parent or legal guardian. Checkout is limited to 2 age appropriate items and cardholder must be present to use this card. Fines will not accrue.

Library card application forms must be kept on file for 3 years.

Library Cards

Cards are available in two styles: wallet or key tag.

User Profiles

ADULTNR	Adult nonresident (\$30.00)
ADULTNR-6M	Adult nonresident – 6 month card (\$20.00)
ADULTPRIV	Adult nonresident who works, owns property, 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
AUSTIM_NR	Autism Resource Collection Nonresident user
BOARDTRUS	Board of Trustees
FFYTHNR	Fine free card for nonresidents of Madison County between the ages of 5-17. Limit of 2 checkouts
FFYTHPRIV	Fine free card for nonresidents who work, own property or attend post-secondary school in Madison County OR reside in a border county between the ages of 5-17. Limit of 2 checkouts.
FFYTHRES	Fine free card for residents of Madison County between the ages of 5-17. Limit of 2 checkouts
TEACHERNR	Educators who work in Madison County – All Grade Levels
YTHNR	Youth nonresident (\$30.00)
YTHNR-6M	Youth nonresident – 6 month card (\$20.00)

YTHPRIV	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 between the ages of 5-17

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

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.

Symphony will display an alert about one month before a card expires stating “user privileges will expire on...” 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 present a valid ID to verify their address and their library card to renew. If the patron has lost their library card, a replacement must be purchased. If a patron cannot check out materials because of an expired card and does not have proper ID, privileges may be extended for one month. Place a note on the patron record to this effect. This will allow the patron to check out materials and bring identification later to verify address.

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 Symphony

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

Chapter 3 Charging Materials

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.

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-Symphony circulation for statistical purposes.

Non-Circulating Items

Newspapers and 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. A library user who has lost his/her card may apply for a new one by showing valid identification and paying a nonrefundable \$3.00 replacement charge. If the card is later found, it must be destroyed or returned to the library for disposal. Refunds will not be made for replacement library cards. Worn or damaged cards will be replaced free of charge.

Policy for Circulation of Audiovisual Materials

MCLS is pleased to provide DVDs, audio cassettes, 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.
- Patron must be a registered borrower 18 years or older to check out DVDs.
- 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. They may not be returned in the book drop. Fines will be incurred for violations or damages according to the MCLS Fine and Fee Schedule.

Audio Materials

- Audio cassettes/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.
- Audio Cassettes/CDs and juvenile audio kits must be returned in the original library packaging. They may not be returned in the book drop. 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. There are no renewals on items with holds. Items may be renewed in any of our branches or by telephoning the Library or online. Books borrowed through Interlibrary Loan (ILL) are not renewable.

Return of Items

All items must be returned to any library branch of MCLS.

STAFF SHOULD INSPECT MATERIALS BEFORE DISCHARGING THEM.

DVDs, audio cassettes, 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 tape, 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. The following procedure explains how to discard items in Symphony.
- Identify the user in Checkout using the appropriate User ID:

<u>UserID</u>	<u>User Name</u>
ADISCARD	CAMDEN DISCARD
CDISCARD	CANTON DISCARD
FDISCARD	FLORA DISCARD
MDISCARD	MADISON DISCARD
RDISCARD	RIDGELAND DISCARD

- Scan items that need to 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: Twenty-five (25) per card (this includes books, DVD’s, kits, etc.)

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

1. DVDs: Five (5) per card.

2. Audiobooks: Five (5) per card.
3. Audio Kits: Five (5) per card.
4. Subject Areas: Five (5) books per subject.
5. eBooks / Downloadable Audiobooks: Five (5) per card.

II. Loan Periods

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

1. DVD's: Seven (7) days.
2. eBooks/Downloadable Audiobooks: Fourteen (14) days. Patron may alternately choose a loan period of seven (7) days.

Hold Limits

1. Five (5) holds per person.
2. Five (5) days to pick up held items.

Chapter 4 **Discharging Materials**

New Items

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

1. Check branch ownership.
2. For books, stamp the branch name on the title page and inside back cover.
3. Place a “New” sticker on the spine
4. 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. Items returned at closing or items returned after hours will be checked in using the bookdrop wizard in Symphony.

Book drop

Materials deposited in the book drop should be collected promptly every morning and at the end of the day. Materials collected from the book drop should be discharged immediately using the bookdrop wizard in Symphony. Staff will need to manually change the date of discharge to the appropriate date. Patrons are responsible for any fines accumulated prior to returning materials to the drop. Audio cassettes, DVD’s, and CD’s, may not be returned to the book drop; patrons will be charged a fee according to the MCLS Fine and Fee Schedule.

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. The staff members assigned by the Shelf Maintenance Supervisor are responsible for reading the shelves to ensure that items are not shelved incorrectly. A shelf maintenance log will be given to the designated staff members.

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.

Books In Transit/Checked Out To Processing

The Head of Circulation at each branch will check weekly for books “In Transit” and items checked out to “Processing.” See the Symphony Procedure Manual for detailed instructions.

Chapter 5 **Fines and Fees**

Charging fines is one method used to ensure the prompt return of materials to the library.

Damaged Items

A fee will be assessed for damaged items that can still be used or repaired. A 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, the item is assumed to be lost.
- When the library user tells the staff that they cannot locate the item.

Patrons may not provide a replacement copy for lost or damaged items.

For procedures dealing with lost materials, see chapter 8.

Overdue Materials

Overdue fines are assessed for items returned past their due date. This encourages library users to return their materials by the designated return date so that they are available for other users. In order to encourage return of long overdue materials, there is a maximum per-item fine. Fine rates are specified on the Fine and Fee Schedule at the end of this chapter.

Patron Unresolved Fines

Patrons will not be allowed to check out materials if they have fines totaling \$3.00 or more.

Waiver of Fines and Fees

Only the Branch Manager has the option and authority to waive or reduce charges if he/she determines that extenuating circumstances so warrant.

Method of Payment

Payment of fines 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 card.

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. If the patron does not pick up the ILL, a fee is charged to the patron's account. 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
Fines and Reimbursements:**

Revised April 9, 2018

Overdue Materials

\$.20/day Books (maximum of \$5.00 per book)

\$ 1.00/day Audio Book (maximum of \$10.00 per audio book)

\$ 1.00/day DVD's or sets (maximum of \$10.00 per video tape or video set)

There is no "per patron" maximum.

Lost Materials

\$5.00 non-refundable processing fee **PLUS** the replacement cost of the item as follows:

Mass Market PB (4" x 6")

\$8.00

Adult fiction

\$20.00

Adult non-fiction

\$20.00

Easy

\$20.00

Children's Board Books

\$5.00

Juvenile fiction

\$20.00

Juvenile Kit

\$15.00

Juvenile non-fiction

\$20.00

Music CD

\$10.00

Audio book (Cassettes or CD's)

\$25.00

DVD

\$15.00

Playaway

\$40.00

Missing barcode

\$1.00

Missing spine label

\$1.00

Fee for returning audios, videos, kits, DVD's or CD's to the book drop (per item) \$1.00

Replacement case for audios, DVD's and CD's \$5.00

Patron Cards

First wallet card Free

First Key chain card Free

Replacement card \$3.00

Photocopies & Scanning There is no price difference if you bring your own paper.

Two sided copies will be counted as 2 pages.

Legal and letter size \$.20 per page

Ledger size \$.50 per page

Meeting Room

\$25 for ½ day, \$50 for full day

Computer Printer

\$.20 per page for B&W; \$.50 per page for color (where

available)

Flash Drive

\$5.00

Fax Charges

\$1.00 per page to send or receive (includes long distance

and toll free numbers)

No International faxes.

Interlibrary Loan

\$5.00 fine for failure to pick up Interlibrary Loan items

Non Resident Patron Card

Non-resident patron card - \$30.00 per year (non-refundable) and \$20.00 per ½ year

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 five holds. A time limit of five 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 Symphony 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. See the Symphony Procedure Manual.

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.

- Audiovisual, genealogy and reference materials.
- Books 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 three ILLs per patron. Patrons must submit ILL requests in person and sign the ILL request form acknowledging that a fee will be charged if the item is not picked up.

Chapter 7 **Overdue Process**

Overdue Materials

On the day after the due date, all materials will be considered overdue if they have not been returned or renewed. Overdue fines continue to accumulate until the materials are returned, renewed, or the maximum fine is reached.

Overdue Notice Schedule

- First overdue notice is emailed or mailed when the materials are overdue for one week.
- Second notice is emailed or mailed two weeks after the first notice.
- A bill is emailed or mailed 45 days after the due date.

Payment of Fines and Fees

Payment is expected for all overdues and other fees. The patron is liable for damages that may occur to library materials. The Library staff will notify the patron of payment due for replacement of damaged 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.

Lost Items

The *Mark Item Lost Wizard* is used to mark an item lost and the patron is subsequently billed. For detailed procedures, see the Symphony Procedure Manual.

Items Missing

Items that cannot be located should be marked as missing using the *Mark Item Missing Wizard*. For detailed procedures, see the Symphony Procedure Manual.