

Circulation and Membership Policy Procedures

Exempt From Fines

1. Day Cares
2. Home Reader Service
3. Death in Family
4. Severe Illness
5. Inter Library Loans
6. Staff and Volunteers

Reasons to Change Dates on Fines

1. **The Six Items Mentioned Above**

Procedure

1. Check status of item
2. Click on the box beside the item listed
3. Right click to change the date
4. Once the date has been changed go back to status and then return item.

2. **Library Card Expiration Date is Wrong**

Procedure

1. Go to status
2. Scan library card
3. Go to edit patron
4. Change expiry date to two years (if patron is present verify correct information)
5. Go to Patron transaction pane (below patron's info in status screen) click the little box(s) on item(s), then right click on change date and choose date accordingly.

3. **System Missed the Return** (didn't scan in the return and item went on shelf)

Procedure

1. Check status of item
2. Click on the box beside the item listed
3. Right click to change the date
4. Once the date has been changed go back to status and then return item.

Forgiven Fines

Forgiven fines are only given for death, illness or clerical error (when we forget to backdate)

Each branch has a blue dual-tang called **Forgiven Fines Log** every month if there is occurrences the sheet must be returned to me.

Please note: Back dating, changing dates other than specified above is a breach of Library Board Policy and as such will be dealt with accordingly.

Thank you for your cooperation.

Fine Limit Per Item

Video/DVD:	\$20.00
Books on CD:	\$35.00
Reference:	\$50.00
Paper back:	\$15.00
Large Print:	\$30.00
Adult Fiction:	\$20.00
Adult Non Fiction:	\$25.00
Juvenile Fiction:	\$25.00
Juvenile Non Fiction:	\$20.00
Junior Picture Books:	\$20.00
Junior Non Fiction:	\$20.00
Young Adult Fiction:	\$20.00
Magazine:	\$ 5.00

Patrons receive one grace period.

Procedures to Remind Patron's About Late Fees

1. During check out of materials ask patron if they want a receipt to keep track of what they have borrowed and the due date.
2. Place the Avoid Late Fee bookmark that has our hours and late fee notice in an item, one per patron.
3. Hand them a circulation & membership brochure.
4. Remind them that the due date is _____.
5. Remind patron the different ways they can renew their items.
 1. Drop in
 2. Call, leave a message
 3. Email us
 4. Renew on line (only if item(s) are not due on that day)

Procedure at the End of Each Night/Afternoon You Are Open.

Fifteen minutes before the library closes, please empty the drop off box of all materials. Follow procedures and return items so they will not incur a fine.

Patrons with Overdue Fines or Have Not Returned Items

After notifying a patron who has overdue fines or hasn't returned item(s) or doesn't feel they should please contact me, as I will place a message on their account not to allow further borrowing privileges. **Over \$20 a patron's borrowing privileges will be revoked, patron will be placed in delinquent in Mandarin until payment or they have made arrangements for payment.**

At the time of check out you notice that patron has a lot of fines etc. you have the right to deny borrowing privileges. If you are given a hard time please call me. (Even if I am at home.)

Our goal is to provide excellent patron service BUT the patron during the initial sign up to become a member of the library agreed to take full responsibility of what is borrowed on their library card.

Library Patron Agreement

Please present this card each time material is borrowed. **By accepting this library card, you are responsible for all material borrowed on this card.** Please report change of address or name or loss of card immediately. The cardholder agrees to follow the rules and regulations of Otonabee-South Monaghan Public Library and this card remains the property of Otonabee-South Monaghan Public Library and can be revoked at anytime.

The Otonabee-South Monaghan Public Library is not responsible for lost or damaged cards. A replacement fee of **\$3.00** will be charged.

Children 12 and under must have parental/guardianship signature before a library card is issued to a child. The account of the parent or guardian signing for a child's library card must be in "good" standing before a library card can be issued. There will be no family memberships; each family member must have their own library card.

Lost or damaged materials are the responsibility of the cardholder/member. A borrower who loses or mutilates library material shall be required to contribute to the cost of replacing that material. Charges for lost or damaged materials will be assessed by the CEO and will be based on the actual replacement cost plus a **\$2.50** processing charge.

Patron Signature: _____ Card Number: _____