

6 LIBRARY MATERIALS AND SERVICES

Essential to the mission of the library is the active promotion of library services, collections, community outreach and partnerships. All persons are welcome to use the library and library materials on the premises during operating hours. The privilege of borrowing materials requires a library card.

6.1 CIRCULATION POLICIES

6.1.1 CARD ISSUANCE

In order to receive a Libraries IN Clackamas County (LINCC) library card, patrons age 18 and over must complete a Gladstone Public Library application form. The first library card is free and available to all Clackamas County Residents except those residing in Johnson City. (Johnson City is not a part of the LINCC network and does not participate in the MIX agreement.) There is no minimum age to obtain a library card. The library will record required information from the library card application in the Library District's database under "Patron Record."

Residents of some neighboring counties may also receive a LINCC library card without a fee through the Metropolitan Interlibrary Exchange (MIX) agreement. Residents who live in Multnomah County, Washington County, Hood River County Oregon, reside in the Fort Vancouver Regional Library District, or in the City of Camas Washington, may obtain a LINCC library card without paying a non-resident fee.

6.1.2 ID REQUIREMENTS

At age 18, a card applicant is considered an adult for purposes of ID requirements. Adult applicants must be able to provide proof of identity and proof of residence in order to obtain a LINCC library card.

Although a picture ID is strongly encouraged, proof of identity may be presented using the following:

- Valid driver's license or Department of Motor Vehicles State ID card
- Valid passport
- An official government ID
- A valid state birth certificate or marriage certificate
- Valid student body card
- Social Security card
- Valid fishing or hunting license

Proof of residence may be verified by any of the following:

- Valid driver's license or Department of Motor Vehicles State ID card
- Property tax statement
- Rent receipt within the last 6 months
- Personal check with name and address imprinted
- Valid signed voter's registration card
- Business mail dated within 30 days
- Valid fishing or hunting license
- Valid vehicle registration

6.1.3 CARDS FOR MINORS

The library encourage everyone to get a library card. A co-signer of a parent, or legal guardian, is required in order for children 17 and under to obtain a library card. The parent, or legal guardian, is responsible for fines and other charges accrued on their child's card. This includes replacement costs and billing charges for lost materials. A parent or legal guardian in possession of a minor child's library card is permitted all services regarding the card. This includes picking up materials on hold, checking out materials, payment of charges, and full disclosure of materials checked out on the card.

Children ages 11-17 may use their student ID as proof of identification and may take the library card applications home for their parents to sign.

6.1.4 NON-RESIDENCE CARDS

Non-resident cards are issued to those who do not qualify for resident cards. The out-of county rates for non-resident cards are set by the consortium and approved by the Gladstone City Council in the Master Fee Schedule. Cards must be paid in advance and proof of current address is required. The current charge for a non-resident card is \$95.00 a year. Non-resident cards expire 365 days from the date of payment.

6.1.5 CARD EXPIRATION

Library cards do not expire. However, the library will delete cards from the library database that have been inactive for three consecutive years (1095 days), and which have no bills, checkouts or holds. The library will delete inactive cards owing less than \$100.00 after seven years of inactivity. Users with a status of "Barred" will remain in the system.

6.1.6 CARD IN-HAND REQUIREMENTS

Patrons must present a valid library card to conduct circulation transactions, or to receive information about a patron's circulation records. Patrons conducting business by phone must provide the library card barcode number. Discretionary exceptions to this policy may be made for the occasional forgotten library card if the patron offers valid identification.

6.1.7 LOST OR STOLEN CARD

The patron, or his or her parent/guardian, is responsible for reporting a lost or stolen card. If the card is not reported as lost or stolen, the patron is responsible for the items checked out on the card.

6.1.8 HIGH VOLUME CARDS

A High Volume Card is a library card issued to patrons who regularly exceed the stated 50 item loan limit and who have a proven record of responsible library card use. Patrons eligible for this card must be in "good standing" at their library, have had a card for at least six months, and have no more than three "claims returned" on their record. "Good standing" is defined as not having a card that is blocked or delinquent at the time that the High Volume Card is requested. The Library Director or Director's designee's approval is required for the library to issue a High Volume Card. The maximum number of items a patron can check out on a High Volume Card is 80. All libraries in the District agree to honor a High Volume Card issued by any other library in conjunction with the limits set by the Gladstone Public Library.

6.1.9 TEMPORARY CARDS

The library may issue a library card to temporary residents, i.e. visitors, college students, business travelers. Satisfactory proof of local and permanent address is required. Temporary cards are valid for 90 days and are limited to checking out three items. Reserves cannot be placed with a temporary card.

6.1.10 SCHOOL LIBRARY CARDS

Library cards may be issued to schools in Clackamas County. All library materials sent to schools will be processed through the library network office. Schools may choose to have items delivered through the ESD courier or delivered to their local LINCC library. Teachers may not use school cards for personal use.

- Checkout period: *6 weeks*
- Borrowing limit: *300 items*
- Holds allowed: *30 items*
- Overdue fines: *None*
- Replacement costs: *cost of the item.*

6.1.11 HOMEBOUND CARDS

The library issues cards to homebound patrons. Homebound patrons should meet the following criteria.

1. The help of another person or medical equipment such as crutches, a walker or a wheelchair is needed to leave your home *or* your doctor believes that your health or illness could get worse if you leave your home.
2. It is difficult to leave your home and you typically cannot do so.

Homebound patrons do not accrue fines and may checkout items for 6 weeks. There are three ways homebound patrons receive library items:

- A caretaker may pick the items up at the library with the homebound patron's library card.
- Library materials delivered by mail
- An approved library volunteer drops delivers them to the patron's home or facility.

6.2 CIRCULATION OF MATERIALS

6.2.1 LOAN PERIODS

Items are loaned for the following loan periods.

- DVDs 7 Days
- Lucky Day DVDs 7 Days (no renewals)
- Lucky Day Books 14 Days (no renewals)
- New Books 14 Days
- Books 28 Days
- Audio Books 28 Days
- Music CDs 28 Days
- Holiday Music/Books 14 Days
- Magazines 14 Days
- Kindles 14 Days
- Xbox & Wii Games 7 Days
- Lucky Day Xbox & Wii Games 7 Days (no renewals)
- Cultural Passes 1 Day

Books marked as Reference, current issues of all periodicals, and all material in archives are for in-library use only.

6.2.2 LUCKY DAY MATERIALS

The Lucky Day book and DVD collection contains new and bestselling titles with specific limitations:

- 2 titles per checkout
- Loan periods:
 - 2 weeks for books
 - 1 week for DVDs
- No holds or renewals

6.2.3 MATERIAL RENEWALS

Most materials may be renewed up to five times if they are not on reserve for another patron. Lucky Day materials cannot be renewed. Interlibrary loans may or may not be renewed depending on the policies of the lending library.

6.2.4 EXTENDED LOAN

The loan period may be extended to accommodate a patron's request if the material is not in high demand or likely to be requested. Only materials owned by the Gladstone Public Library are eligible for extended loans. All circulating items are eligible for an extended loan. The maximum extended loan period is nine weeks.

6.2.5 HOLDS

Patrons are limited to a maximum of 15 holds per card and 25 holds for a High Volume Card.

6.2.6 BORROWING MAXIMUMS

A maximum of 50 items can be checked out per card. Patrons are limited to checking out three video games per card and 15 DVDs per card. A maximum of 80 items can be checked out on High Volume Cards.

6.2.7 RETURNING MATERIALS

With the exception of Cultural Passes and Kindles, a patron may return items to any Clackamas County Public Library regardless of where they were originally checked out. Cultural Passes and Kindles must be returned to the Gladstone Public Library.

The library does not assume responsibility for items that are not properly returned, including any items left at the door.

6.3 NOTIFICATION SYSTEM

6.3.1 HOLD AVAILABLE

The Gladstone Public Library will notify patrons via the LINCC's email or phone system when their holds are available for pick-up. Notifications are sent out daily. Depending upon a patron's notice preference, the notice may be received the day after the item is available for pick-up. The library will hold items for a maximum of 10 days.

6.3.2 HOLD EXPIRE

Patrons will receive a courtesy notice via the LINCC system three days prior to the expiration of their hold. A notice for "Hold Expire" is sent out after the last copy of an item is discarded stating the item is no longer available. All holds expire after one year if not filled. Hold Expired notices are in only in the form of email or paper preferences.

6.3.3 OVERDUE NOTICES

Depending on the preference noted on a patron's account, patrons will receive an email, phone call, or written notification via the U.S. Postal Service from the LINCC system, 10 days after an item is due and then again 30 days after the due date.

6.3.4 NOTIFICATION FOR LOST ITEMS

Bills for lost items are sent via the U.S. Postal Service 45 days after an item is due.

6.4 CHARGES AND FEES

The library operates best when all patrons cooperate for the timely check out and return of items. This enables all patrons to have a larger selection of materials available. Fines begin accruing the day after the material is due.

The library may impose fines or charges as provided in ORS 357.975 and Gladstone City Council Resolution 1033 in the event that a patron willfully refuses to return library items. The library may impose fines or charges as follows.

6.4.1 OVERDUE CHARGES

The library will charge a daily fine of 25 cents for each item that is overdue.

- \$3.00 maximum per children's item
- \$5.00 maximum per young adult item
- \$5.00 maximum per adult item

6.4.2 LOST MATERIALS CHARGES

Items not returned within 45 days after the due date will be deemed as lost. The charge for a lost item is the cost of the item plus any overdue charges. Lost items borrowed from other libraries will be charged according to the fees of the owning library. The library that accepts payment for lost items will retain those funds regardless of whether the item is later returned.

6.4.3 DAMAGED MATERIALS

Any item damaged beyond repair is handled as a lost item. Damage to non-print material is assessed on an item-by-item basis. The library is not responsible for personal equipment damaged by library materials. Fees for damaged materials are as follows:

6.4.3.1 *Lost or Damaged Barcode Label*

- \$1.00 fee per label on library materials.

6.4.3.2 *Missing Booklet or Artwork*

- \$3.00 fee to replace missing booklets or artwork from DVDs and CDs

6.4.3.3 *Broken or Missing CD Case/Kits*

- Single CD Case \$1.50

- Double CD Case \$3.00
- Bag with barcode missing \$2.00

6.4.3.4 Library Card Replacement Fee

- \$1.00

6.4.3.5 Lost Cultural Pass

- Replacement cost (varies from \$75.00 - \$200.00)

6.4.4 WAIVING FINES

Library staff may waive fines charged to patron records under certain circumstances. These include a crisis (family, medical, financial, etc.) theft, confusion about library policies or services, or possible error. The Director, or designee, must approve any fine waived in excess of \$10.00. Library staff may not waive charges on their own accounts or accounts involving their family members, friends or household members.

6.4.5 CLAIMS RETURNED

If a patron claims that they returned an item considered lost a staff member will search for the item. If the item is found, library staff will immediately remove all associated charges from the patron's account. A patron may have up to six active claims returned at any one time.

6.4.6 REFUND CREDIT FOR LOST ITEMS

The library will refund the lost book charge if a lost item is found, and returned to the library in good condition, within six months of the original due date. A refund, or credit, will be in the amount of the item price minus the amount of overdue fines owed by the user for the item. The LINCC library that collected the money will issue the refund. A patron must show a receipt in order to receive a refund. The City of Gladstone's Finance Department will issue refunds that exceed \$25.00. Refunds or credits can only be issued within 6 months of payment.