

## 4 Circulation

### 4.1 Circulation Policy

Whitman County Rural Library District (WCL) provides free and equal access to library materials. WCL applies the same privileges, responsibilities, and fees to all Library cardholders, no matter which library branch originally issued their library card. The Library maintains a Circulation Policy and applicable procedures to ensure that all patrons are provided with consistent and equitable services from Library staff and that every patron has clear expectations of their rights as a WCL cardholder.

#### Registration and Eligibility:

Persons of any age may acquire a library card with WCL. Photo ID and proof of current address are required for all persons registering for a library card. All patrons are to immediately notify the Library of any changes to their personal information.

WCL issues a variety of library cards, including, but not limited to:

- Juvenile Resident
- Adult Resident
- Family Resident
- Adult Non-Resident
- Adult Non-Resident Fee
- Provider

Juvenile, Adult, and Family Resident cards are available at no cost to all residents and property owners within WCL's service area, which is defined as all of Whitman County excluding the City of Pullman. A juvenile is defined as a minor age birth to 17. A family is defined as two or more immediate family members residing within the same household.

Adult Non-Resident cards are available at no charge for residents of the City of Pullman or Latah County. Adult Non-Resident Fee cards are available for residents living outside the Library's service area who do not qualify for an Adult Non-Resident card. An annual fee is established by the Board of Trustees and must be paid before receiving a library card. See the *Fee Schedule* for more information.

Provider cards are available to assisted living workers, teachers, childcare providers, homeschool parents, and other similar providers who live or work within the Library's service area. The individual who completes the registration commits the institution to financial responsibility for any materials checked out on the card, and possession of a Provider card by an individual implies permission and authority to use the card.

A parent or legal guardian's signature is required on a juvenile library card registration form. The parent/legal guardian is ultimately responsible for any

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lost, damaged or overdue items checked out on a juvenile's account. The parent/legal guardian is responsible for monitoring the reading, listening, and viewing choices of the juvenile cardholder. Parent/legal guardian permission is required for juvenile access to the library's internet using a library computer.

### Borrowing Privileges and Responsibility:

Patrons must present their library card before items can be checked out from the Library. Patrons are responsible for knowing when their items are due.

Cardholders are responsible for the safekeeping and use of their card, including all items and fees charged to their account, unless the card has been reported lost or stolen. Lost, stolen, or damaged cards will be replaced by the Library at no cost to the patron.

Cardholders are only allowed one WCL card in their name. If upon application for a library card the Library finds that an applicant has a pre-existing account, the applicant must update the information on the existing account and settle any outstanding fines or fees.

### Loan Periods and Limits:

Popular DVDs may be borrowed for one week, devices for outside library use may be borrowed for two weeks, and most other library items may be borrowed for three weeks. WCL may assign different loan limits for designated collections.

New Juvenile and Adult cardholders may borrow up to 10 items at a time for the first three months, and new Family and Provider cardholders may borrow up to 20 items at a time for the first three months. Provided that the patron is in good standing with no overdue items or unpaid fines or fees, their card will be upgraded to full borrowing privileges after three months. At that time, Juvenile and Adult cards may borrow up to 25 items at a time, and Family and Provider cardholders may borrow up to 50 items at a time.

Juvenile cardholders cannot check out DVDs. Other items may be restricted for checkout to certain cardholder types.

The limits on the number of items checked out on one card are:

	Books	Audiobooks	DVDs	CDs	Magazines	Library of Things
Juvenile	Up to 25	3	n/a	5	5	2
Adult	Up to 25	3	4	5	5	2
Family	Up to 50	6	8	10	10	4
Provider	Up to 50	6	8	10	10	4

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Patrons can also check out up to 5 eBooks or downloadable audiobooks from the Washington Anytime Library. This is in addition to the limits above.

Due dates for items borrowed through interlibrary loan are determined by the lending library and there are limits on the number of interlibrary loans a cardholder may request. See the *Interlibrary Loan Policy* for more information.

### Returning Items:

All library materials may be returned to any of the Library's branches, except for devices which must be returned in person. Items may be returned via book drop when a branch is closed, but will not be checked off the patron's account until the branch is open next.

### Renewals:

An item may be renewed up to two times for the original loan period unless a hold has been placed on the item. Exceptions may apply for designated collections. Renewals can be requested by contacting any library branch or through the library's online catalog. Items will not be renewed automatically.

### Requests and Holds:

WCL patrons have access to the collections of all branches in the Library District. Patrons may request in person at any library branch, by telephone, or through the library's online catalog that materials from another branch be delivered to their branch of choice.

Patrons can request an unlimited number of items at a time. Patrons will be notified by telephone or email when their requested items become available. After they have been notified, items will be held for the patron at their designated pickup library for two (2) open days for popular DVDs and ten (10) open days for all other library materials. If the patron fails to contact the Library to make other arrangements or to cancel the hold, the hold will be suspended. The Library reserves the right to cancel reserves that are older than 30 days that have not been fulfilled.

Items not found in the Library's collection can be requested by contacting any library branch or by filling out the request form on the library website. See the *Collection Development Policy* for more information.

### Non-Circulating Materials:

Reference materials and local history materials are not available for checkout.

### Library Notifications:

While patrons are expected to know the due dates of borrowed materials, the Library will attempt to provide courtesy reminder notifications. Lack of

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notification for overdue materials does not constitute grounds for dismissal of fees.

### Notification Schedule

2 Days Before Due Date	Courtesy Reminder
1 Day Late	First Overdue Notice
15 Days Late	Final Overdue Notice
1 Month Late	Item Status Changed to "Lost" and Bill Notice Mailed
4 Months Late	First Notice of Intent to Collections
5 Months Late	Final Notice of Intent to Collections
6 Months Late	Item Status Changed to "Deleted" and Bill Submitted to Collections Agency

These notices may be in the form of print, email, SMS, or phone call.

### Fines and Fees

WCL encourages patrons to respect the terms of loan agreement and to handle borrowed materials responsibly and with care for the benefit of all library users.

Late fines for popular DVDs are assessed at \$1.00 per day, up to \$10.00 total. There are no late fines for other library materials.

Patrons who lose an item will be mailed a bill notice for the replacement price of the item plus a processing fee.

If a lost item is returned in good condition within six (6) months after a patron is billed, the replacement cost will be removed from the account, but the patron is still responsible for the processing fee. If a patron pays for a lost item and then returns it within six (6) months, WCL will refund the replacement price but not the processing fee. If the lost item is not returned within six (6) months, the patron is fully responsible for the replacement price and processing fee.

At the discretion of library staff, severely damaged items will be disposed of upon return and the patron will be charged the replacement price and processing fee. Damaged items become the property of the patron upon payment.

Patrons are responsible for costs related to replacement of missing parts in multiple item sets. These charges vary depending on the replacement price of the item that is missing.

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The Library does not accept replacement copies of lost or damaged items or parts in lieu of payment.

Borrowing privileges are suspended for patrons owing more than \$10.00 in outstanding charges or who fail to pay for or return billed items. When the outstanding balance on an account falls below \$10.00, suspended privileges are restored.

Patrons owing \$25.00 or more for the replacement of a lost item will be sent to a collections agency. Once an account has been turned over to collections, there will be no waiver of fees even if they return their materials within six (6) months.

WCL may waive some fines and fees for patrons who have experienced bankruptcy, fire, hospitalization, theft, or similar emergencies. Patrons may be asked to provide supporting documentation and appeals will require review by the Library Director or their designee.

### Claims Returns:

Patrons are limited to three "claims return" claims at a time. A "claims return" occurs when a patron's account lists an item that the patron claims has been returned or claims was never borrowed by the patron. An excessive number of claims may result in the loss of borrowing privileges at the discretion of the Library Director or their designee.

Library staff and the patron will continue to look for the item for six (6) months after an item is claimed returned. If the item is found within that time, it will be cleared from the patron's account. They will not accrue any fines or fees during this time. If the item is not found within that time, the item will be changed to a "lost" status and the patron will be mailed a bill notice for the replacement price of the item plus a processing fee.

### Library Card Expiration and Account Updating:

Library cards must be renewed annually to verify that patron account information is current. Cards can be renewed in person, by phone, or by email.

Patrons may login to their online library account to request updates to their personal information.

### Inactive Accounts:

Inactive accounts with no outstanding fees will be deleted from the database on a regular schedule based on date of inactivity.

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Inactive accounts with outstanding fees will be reviewed on a regular schedule based on date of inactivity by the Library Director or their designee who will decide whether or not to delete the account and write off any associated fees based on: amount owed, history of delinquency, and likelihood of recouping those fees.

### Confidentiality of Patron Records:

Library policy and state law (RCW 42.56.310) protect the confidentiality of patron records. Library staff will not discuss a borrower's record of loans, holds, or renewals with anyone other than the borrower or with other library staff members to the extent necessary for efficient and effective service to the public.

Resolution No: 21-15

Authorized by: Board of Trustees

Approved Date: June 15, 2021

Effective Date: July 1, 2021

Review Date: June 2024

Supersedes Policy: N/A

## 4.2 Interlibrary Loan Policy

Interlibrary loan (ILL) is an important and necessary part of library service as it is impossible for any library to purchase all requested materials. Whitman County Library System encourages patrons to make use of this service. However, some restrictions are necessary.

Interlibrary loan materials should not be requested more than once per year by a patron. The ILL department may make exceptions in special cases.

Only materials not owned by the Whitman County Library System may be borrowed via interlibrary loan. Exceptions may be made for lost items or under special circumstances. Patrons should contact the ILL department for assistance.

WCL attempts to fill all requests, but each lending library sets its own policies. Audio-Visual materials, reference books, rare books, and books less than six months old may not be available via interlibrary loan.

Due to the nature of public library collections, staff members cannot undertake original research through interlibrary loan for patrons or students. We cannot support college courses by providing required reading materials. Specific reading lists or specialized subject materials for college research should be requested through the appropriate University library.

If the request is time sensitive, WCL will make every effort to provide Interlibrary Loans to patrons by the date specified on the request. However, we can make no guarantees as we are dependent upon the staffing and policies of other libraries. Patrons can expect to wait up to several weeks for interlibrary loan materials to arrive.

WCL generally borrows from libraries that do not charge ILL fees. Should the lending library charge a fee, that fee will be passed along to the patron with prior approval from that patron.

The library will borrow up to five (5) items per month per patron. If a patron desires more than five interlibrary loans prior approval from the ILL department is required. A borrowing fee of five dollars (\$5) to offset postage and staff costs may be assessed.

Patrons will only be allowed one (1) interlibrary loan item at a time. Exceptions to this may be made for book clubs, teachers and homeschool families in good standing at the library or others via prior arrangement with the ILL Department.

Patrons with ten dollars (\$10) or more in fees/ fines may not use the interlibrary loan service until their fees/ fines are under this amount.

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Interlibrary loan service is a privilege. Patrons who abuse this privilege by failing to return books on time, by failing to pick up interlibrary loan books or with other library issues may have their interlibrary loan privileges suspended.

Interlibrary Loan service is only available on resident adult and family accounts.

Revised 01/25/2017 Resolution 2017-3

### 4.3 Device Lending Policy

The Library will make laptop computers, hotspots, webcams, and other electronic devices available to address challenges patrons experience accessing technology and the Internet.

Eligibility:

Adult patrons with a resident card in good standing may borrow any device.

Non-resident card holders, patrons younger than 18 years with a guardian signed internet release on file, and visitors can check out equipment designated for "Library Use Only" by presenting either  
library card;  
valid driver's license;  
school ID; or  
other form of photo ID.

The identification card will be held at the Front Desk until the device is returned to Library staff. Credit cards are not accepted as identification.

Loan Period/Availability:

Patrons may borrow only one type of each device at a time (e.g. one laptop and one hotspot at a time, but not two laptops or two hotspots).

All devices are available on a first-come, first-served basis. Patrons can request to be placed on hold for a device by contacting the Library, but the Library cannot guarantee availability for a specific date or time. Devices will not rotate between library locations to fill patron requests.

Devices designated for outside library use can be checked out for two weeks. This may be changed at the Director's discretion depending on patron demand.

Devices designated for "Library Use Only" can be checked out for sixty minutes and must be used on the library premises, including seating outside the library and parking around the library.

The patron is responsible for verifying the current physical condition of a device and that it is in working order when it is checked out. Damaged or non-working devices should be reported to the Library immediately.

Devices may be renewed if there are no other hold requests for the device.

Devices must be returned during open hours at the front desk at the branch they were borrowed from, and must be returned at least ten minutes before closing time to allow adequate time for checking devices back in. Devices cannot be returned through an indoor or outdoor book drop. The patron will

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be charged for any damage to a device returned through a book drop and may lose device borrowing privileges. It is the patron's responsibility to return the device during open library hours.

Devices must be returned fully charged, where applicable, and in working order along with all accessories (e.g. carrying case, charging cord, etc.). Each device type will have a different set of accessories, and a list will be included with each device at checkout.

Computing devices such as laptops erase files and any other changes upon restart. It is the patron's responsibility to save files they have created to another source.

### Limitations:

Each device is configured with a specific operating system and, where applicable, a suite of applications. No additional software may be installed or downloaded.

Where applicable, devices have content filtering. If a patron attempts to disable the content filtering, they will lose device borrowing privileges.

### Fines and Liability:

The Library's Computer Use/Internet Policy applies to all device use. By checking out a device from the library, the patron attests that they have read and will adhere to the policy (6.1 Computer Use and Internet Policy).

The Library is not responsible for any liability, damages, or expenses resulting from use or misuse of a device. This includes any damage or corruption to a patron's personal devices, software, files, and/or equipment while using a library device.

The patron assumes any and all liability for the cost, repair, or replacement of a device and/or accessories in the event of loss due to theft, damage, negligence, or misuse. The Library will assess device issues and charge the patron accordingly.

Device late fees may be charged daily until returned, up to the total replacement cost for the device and all accessories. Replacement costs vary by device. Accumulated late fees are in addition to replacement costs if device is not returned or returned damaged. There is no overdue grace period for devices. Per the Library's Circulation Policy, use of the library or its services may be denied for patron's having ten dollars (\$10.00) or more in unpaid library charges (individual and/or family).

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The Library is not responsible for information accessed using a device or for personal information that is shared over the internet. Patrons accept all risk associated with use of devices connected to the internet.

The Library assumes no responsibility for equipment failure, and equipment is not guaranteed to work in all locations and/or with a patron's personal devices.

### Troubleshooting Problems and Questions:

If patrons experience problems with a device or have questions, they can contact the Library. Library staff may not always be available to provide technical support.

The patron will be financially responsible for any damage to a device if they try to troubleshoot problems and damage occurs.

Tampering with Library devices or attempting to access or modify the operating system or any other software or programming, including bypassing security functions, is prohibited and will result in a loss of future borrowing privileges.

Adopted November 17, 2020 Resolution 20-29

#### 4.4 Reference Policy

Whitman County Library strives to provide accurate information and referrals in all 14 of our locations, on-line through our website and by telephone. Staff will initiate and maintain a dialogue with customers requesting information. The exchange enables staff to better serve the public by completely understanding the nature of the information being requested.

Examples of services provided in all locations include: help answering specific questions or locating items for checkout, readers' advisory, assistance with basic research, orientation and instructional tours to new patrons or local groups, searching and instruction on the use of library computers, searching and requesting on the library catalog, using the Internet, and use of online databases.

Reference services are provided in a timely manner. If staff cannot meet the customer's information needs immediately, they will request a deadline for which the information must be received. The Colfax Library has been identified as the reference center to answer reference questions from Colfax and the thirteen rural branch libraries. If customer deadlines permit, referrals will be made to this reference center. To expedite the process, branch library staff should phone or email the reference center.

##### Basic Service Guidelines:

Confidentiality: Whitman County Library staff guarantee the customer's right to confidentiality in all reference transactions. Information obtained to fill a request is delivered directly to the customer who placed the request; exceptions to this practice are made only with prior instruction from the customer.

Timeliness: Information requests are filled as soon as possible from the time they are received. Whenever a customer provides staff with a deadline for filling a request, every attempt is made to meet the deadline. In the event the deadline cannot be met, staff will contact the customer to explain the situation or negotiate a new deadline.

Service Priorities: Customers are served on a first-come, first-serve basis, with priority given to those who make the request in person. When requests require extended searches or workload must be prioritized, requesters' deadlines will be used as the deciding factor.

Reference Interview: Staff will communicate with the requester to verify or clarify the request. When providing information to fill the request, staff members will seek verification or satisfaction on the part of the library user to ensure the transaction is complete.

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Documentation of Information: All information provided by Whitman County Library staff is documented. Sources are cited verbally or in writing depending on the format of the information. Staff does not summarize or interpret any information given to customers.

Non-Resident Service: Basic questions are answered for all customers. If a customer resides outside the Whitman County Library District and their request will consume an inordinate amount of time or research, they will be advised of and assessed a \$30 per hour non-resident reference fee.

Adopted by the Board of Trustees June 18, 2001

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### 4.5 Fee Schedule

Whitman County Rural Library District charges fees as set by the Library Board. The intent of these fees is to recover the cost of providing the service, not to make a profit.

#### Late Item Fines

Late Entertainment DVDs	\$1.00 per day
All Other Library Materials (including Non-Fiction DVDs)	No Charge

#### Damage Fees

Miscellaneous Damage (Torn pages/covers, missing barcode/spine label, permanent markings/stains, etc.)	Starts at \$2.00 (at Mending Department discretion)
Damaged DVD/Audiobook/CD Case	\$2.00
Damaged Beyond Repair	Replacement Cost* + \$2.00 service fee

#### Lost Item Fees

Lost Blue Card for ILL	\$2.00
Lost ILL	Up to \$50.00 (confirm with ILL Dept.)
Lost DVD/Audiobook/CD Case	\$2.00
Lost Library Materials (Books, Audiobooks, DVDs, CDs, Library of Things, etc.)	Replacement Cost* + \$2.00 service fee

\*Replacement Cost to be assessed by applicable Collection Development Department

#### Other Miscellaneous Fees

Prints or Copies, B&W	\$.15 per side
Prints or Copies, Color	\$1.00 per side
Prints or copies, Colored Paper or Cardstock	\$.25 per side
Fax, Send or Receive	\$1.00 per page
Laminating	\$1.00 per page
USB Drive	\$3.00
Non-Resident Library Card	\$30.00 per year
Interlibrary Loan	5 free requests per month

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	(\$5.00 fee maybe be charged for additional requests at ILL Department discretion)
Genealogy Research for Non-Residents	\$30.00 per hour
Notary Service for Non-Residents	\$5 per page
Meeting Spaces	See Meeting Room Policy
Mending Patron Personal Item (cover book with Mylar wrap, repair torn pages, etc.)	Starts at \$2.00 (at Mending Department discretion)

Approved February 23, 2021 Resolution 21-06