


<b>POL-LIB-2017-02</b>	<b>Issue No: 2.0</b>	<b>8/25/16</b>
Prepared by: <b>Elise Vidal</b>	Page 1 of 4	Approved by: 
<b>BORROWING POLICY</b>		

**PURPOSE:**

Thomas Branigan Memorial Library’s mission is to have a positive impact on our diverse community by providing lifelong learning and literacy resources. As a public institution it is the responsibility of Thomas Branigan Memorial Library (TBML) to facilitate equitable access to the materials and information in the library’s collection.

**1. With a library card patrons can access these basic services:**

- a. Check out up to 30 items.
- b. Place renewals.
- c. Reserve materials.
- d. Use the public computers.
- e. Use of the self-service check out station.
- f. Access eServices (eBooks, eMagazines, eMusic, databases etc.).
- g. Request interlibrary loan materials.

**2. Library loan periods:**

- a. Patrons are allowed up to 30 items per check out.
- b. A patron must present their library card, either physically or a legible virtual image, at the time of checkout.
- c. Items must be returned complete and in good condition, ready to be re-shelved.

<b>Item type (physical)</b>	<b>Total number checked out</b>	<b>Loan period</b>
Books	30	3 weeks
DVDs	4	1 week
Audiobooks	4	3 weeks
Music CDs	4	1 week
Periodicals	4	1 week


**3. Renewals:**

- a. All items, with the exception of periodicals, are eligible to be renewed a maximum of one time if the items are not on hold or overdue.
- b. Items can be renewed in person, via the library website (the day before they are due) or by telephone during library hours.
- c. When items are renewed, the new date is calculated from the date of the renewal.
- d. Items are not renewable by voice mail message.

**4. Fines & Fees:**

Patrons are responsible for the library materials checked out on their cards and are expected to return materials in a timely manner. Fines for overdue material are charged to encourage patrons to return materials on time. For full list of fines please see ***Fines and Fees Policy***.

- a. Patrons are responsible for the payment of overdue fines.
- b. Fines begin at 8 AM the day after the original due date.
- c. Patrons will not be allowed to check out items if they owe more than the maximum amount for check out.

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- d. Patrons may appeal library fines or fees for lost or damaged materials. Appeals must be submitted in writing using the *Patron Concern form* within 30 days of the charge.
- e. During the appeals process patrons will not be allowed to check out items if they owe more than the maximum amount for check out.
- f. Any disputed items must be accompanied by the check-in receipt. However, patrons who return items to the outside book drop do not receive a receipt.
- g. The *Patron Concern forms* will be reviewed within 10 working days.
- h. Patrons are responsible for keeping their contact information current.

**5. Overdue notification:**

- a. As a courtesy, three days before the item is due, borrowers will be sent an email reminder of the upcoming due date for library materials.
- b. An overdue notice is sent by email if the borrower has an email address on file or by mail seven days after the items are overdue.
- c. At 28 days past due, the borrower will be billed for the replacement cost of the item and the processing fee.
- d. TBML is obligated to attempt the recovery of all outstanding debt and/or library materials. Borrowers whose fines or fees have reached the maximum overdue are subject to contact from a collection agency.
- e. The borrower is responsible for accumulated overdue fines whether or not the overdue notice is received.

**6. Media notification for missing pieces:**

- a. If an item is returned missing a piece, that item will be re-checked out to a borrower for no more than seven days.
- b. Patrons are notified by phone or mail once within seven working days if an item is returned missing a piece. The missing piece will be identified.
- c. A second notification for the total replacement cost for the item is mailed 30 days after first notification. The missing piece will be identified.

**7. Lost and/or damaged materials:**

- a. Borrower is financially responsible for lost, stolen, or damaged library materials.
- b. Materials cannot be purchased from the library.
- c. Charges for items lost or damaged beyond repair include the cost of replacing the item plus a processing charge per item.
- d. The library does not accept a replacement copy for lost and/or damaged materials in lieu of paying replacement cost.

**8. Media lost, stolen, and/or damaged materials:**

- a. Fees for items lost or damaged beyond repair include the cost of replacing the item plus the processing fee.
- b. The library assumes no responsibility for possible damage to equipment caused by library audio visual materials.
- c. Audiobooks on CD returned missing pieces will be charged a missing disc fee.
- d. If the library is unable to purchase a missing piece, the total replacement cost will be charged.
- e. The processing fee is not charged on missing piece replacement.

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- f. Fees for missing audio/visual pieces are non-refundable.
- g. Missing DVDs from a full series are charged full replacement cost.

**9. Refunds:**

- a. Refunds are only allowed for up to one year from the date paid for lost items that have been paid in full. In order to receive a refund, the item and the numbered receipt showing the payment in full must be submitted.
- b. The fees for an individual piece replacement are non-refundable.
- c. Processing fees are non-refundable.

**10. Holds:**

- a. The purpose of holds is to reserve items that are **not** available at the time a patron wants to check them out.
- b. Reference materials and non-circulating materials are not available for hold.
- c. Patrons must have a valid library card which has no outstanding fines in order to place a hold.
- d. The staff may place holds for up to three items per day for a patron.
- e. A patron making phone requests for three holds must supply their library barcode number.
- f. Holds are held for seven days. After seven days the item moves to the next person in the queue.
- g. Failure to pick up holds may lead to suspension and/or a fee.
- h. Patrons are limited to a total of 10 hold requests at any one time.
- i. No more than four DVDs on hold are allowed at any one time.
- j. Held items must be borrowed with the same card used to place the hold. Others may not checkout hold items without presenting that card.
- k. Patrons will be contacted by email or US mail when their hold is ready. The library is not responsible for lost or misdirected mail.

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<b>PEER REVIEW – ISSUE 1.0</b>	
Title: Library Administrator Renee Payne Frankel	Title: Library Manager Catherine Christmann
Title: Library Supervisor Elise Vidal	Title: Library Assistant Sr. Kelly Miller
Title: Library Assistant Ryan Roy	Title: Library Assistant Lanee Lujan
Title: Public Member Dolores Tellez	Title: Library Advisory Board, President Ellen Young
Title: Library Advisory Board Vice President Jose Aranda	Title: Library Advisory Board, Secretary Susan Pinkerton
Title: Library Advisory Board, Friends Liaison Susan Fletcher	Title: Library Advisory Board, Member Sue Patterson
Title: Library Advisory Board, Member Sharon Shoemaker	Title: Library Advisory Board, Member Elsie Ramirez

<b>UPDATES</b>			
<b>ISSUE</b>	<b>DATE</b>	<b>PAGE</b>	<b>DETAILS</b>
2.0	October 24, 2019	1	2.b. Amended to allow virtual image use as a library card.

<b>PEER REVIEW – ISSUE 2.0</b>	
Title: Library Supervisor Susan Yirak	Title: Library Administrator Margaret Neill
Title: Library Advisory Board, President Maryann Hendrickson	Title: Library Advisory Board, Vice-President Elsie Ramirez
Title: Library Advisory Board, Secretary Susan Pinkerton	Title: Library Advisory Board, Friends Liaison Susan Fletcher
Title: Library Advisory Board, Member Stephen Jones	