



HEPBURN
LIBRARY OF NORFOLK

CIRCULATION AND INTERLIBRARY LOAN POLICY

Adopted August 20th, 2020

New Cardholders:

1. Complete a registration form and provide identification. Primary identification to be used is identification with a picture (preferably a Driver's License) which has the individual's current address. If the address information on the picture ID is not current, then another form of identification must be presented which verifies the individual's current address (ie. a piece of mail or bill). Individuals who do not possess a valid picture ID must present two documents that verify current address.
 - a. Individuals will be able to sign out (2) items until Library is presented with confirmed current address.
 - b. Children 14 and under must apply with a parent or guardian and that adult's signature is required on their registration form. Patrons must be at least 5 years old.
 - c. There will be a \$.50 charge to replace a lost or damaged library card.

Overall Policy:

1. Users must present their library card or photo ID to check out materials.
2. There is an overall limit of (15) items at one time on a library card.
3. Library cards must be renewed every 1 years.

Loan Periods, hold, renewals, fines, damaged materials and overdues:

1. Loan Periods
 - a. Adult Fiction and Nonfiction books are loaned out for 4 weeks.
 - b. All NEW items are loaned out for a period of 2 weeks
 - c. All videos items are loaned out for 7 days
2. Holds
 - a. Materials will be available for pickup for 10 business days after they are processed.
 - b. Holds may be placed either in person, by phone or online.
 - c. There is a limit of 10 holds per patron.
3. Renewal Policy:
 - a. All items (except new & video items) may be renewed (2) times
 - b. All video items may be renewed (1) time
 - c. New items may not be renewed.
 - d. Renewals are not allowed for items with holds.
 - e. Renewals may be done over the phone, in person or online.
4. Overdues and Fines:
 - a. Borrowing privileges will be suspended if user has (5) or more overdue items, and will not be restored until such materials are either returned, paid for, or fines have been paid.
 - b. The library notifies patrons of overdue materials via email
5. Damaged Materials:
 - a. If a book or other material is damaged beyond repair, the borrower is required to pay the billed amount.
 - b. Until the damaged item is paid for, the user may not borrow any items.
 - c. Patrons should resolve disputed fees before paying them. Once payment has been accepted, refunds will not be issue.

- d. Patrons have the option of paying fines by cash, or check at the Library. Patrons may also pay from their online library accounts. This option includes a transaction fee assessed by NCLS for the service. There are no refunds on creditcard transactions

Confidentiality:

Library records that are deemed confidential are covered by New York State Law signed on June 13, 1988 (CPLR 4509).

These records are related to the circulation of library materials that contain names or other personally identifying details regarding the users of public, free association, school, college and university libraries and library systems, of this state, including but not limited to records related to the circulation of library materials, computer database searches, interlibrary loan transactions, reference queries, requests, or the use of audio-visual materials, films or records. These records shall be confidential and shall not be disclosed except that such records may be disclosed upon the request or consent of the user or pursuant to subpoena, court order or where otherwise required by statute.

The Hepburn Library of Norfolk adheres strictly to all sections of this Statute regarding the protection of the confidentiality of its users.

Interlibrary Loan

The Interlibrary loan service supports the mission of the library by providing expanded access to library materials and information. The purpose of interlibrary loan is to obtain materials not available in the library. The library affirms that interlibrary loan is an adjunct to, not a substitute for, the library's collection. In meeting patron needs, the library will exhaust local resources first, before requesting items on interlibrary loan.

Definition: An Interlibrary Loan request is defined as a request for library materials made on behalf of a library patron through the NCLS, DueNorth or OCLC systems.

Patron Status: Patrons must have a library card in good standing to use the Interlibrary Loan service. A patron status of "Blocked" will deny ILL service.

Interlibrary Loan requests will not be processed for patrons with overdue Interlibrary Loan materials.

Borrowing Rules:

- a. Ten active requests are permitted at any one time per patron. A request is active from the time it is initiated until the item has been returned and checked in at the lending library and the record has cleared.
- b. Materials will be available for pickup for 3 business days after they are processed.
- c. Interlibrary Loan materials are checked out for the loan period stated above, unless specified otherwise by lending library
- d. Interlibrary Loans may be as stated above only if the lending library permits renewals.

Charges:

- a. The library does not charge fees for the Interlibrary Loan service.
- b. The library is responsible for the shipping charges incurred in the transfer of loans.
- c. The library always attempts to borrow from libraries who lend free of charge. However, if an item is only available from a library which charges a fee for loans, the item will be requested only if the patron agrees to pay the fee.
- d. The patron is responsible for overdue fees, repair or replacement costs. The library will make an effort to collect any such charges from the patron who received the materials.