

Circulation Policy Manual

HUNTERDON COUNTY LIBRARY

Circulation Policy Manual

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Patron Registration

The Hunterdon County Library issues free HCL library cards renewable every five years, to all residents of Hunterdon County with the exception of Milford Borough, the City of Lambertville and Flemington Borough. These three municipalities support local libraries with the library tax dollars paid by the residents. Identification to indicate current residency must be provided by the person upon applying for a Hunterdon County Library card.

1. Persons must be at least seventeen years of age, with proper ID to register for a library card.
2. Children under the age of seventeen will be issued a card in their name with the signature of a parent or legal guardian and proof of residency provided by co-signer.
3. Patrons living within Flemington Borough can have their Flemington Free Public Library card entered into the HCL circulation system or will be issued a FFPL card at HQ, NCB, or SCB.
4. Non-Residents who own property or own a business in the Hunterdon County Library service area eligible for free Hunterdon County Library cards. These cards are renewable annually.
5. Non-residents who teach at a public school in the Hunterdon County Library service area or at Raritan Valley Community College as well as non-resident County of Hunterdon employees are eligible for free library cards. These cards are renewable annually. Non-resident teachers must present a letter on school letterhead from the school principle, superintendent, or the school librarian, stating that they teach a class. They also need to show their regular ID.

6. Non-Residents who wish full Hunterdon County Library cardholder privileges may purchase an annual Hunterdon County Library card for a fee set by the library.
7. Persons living in Hunterdon County on a temporary basis may have a free Hunterdon County Library card if they can provide identification with a current, local address. These cards are renewable annually.
8. RVCC students with current College ID, schedule or paid bill, may have a Hunterdon County Library card renewable annually. RVCC faculty may now get library cards, and have been directed to go to Headquarters, North or South county libraries with current proof of employment in order to get a free library card.
9. Students who are Choice School students but live out of the Hunterdon County Library service area may be issued a Hunterdon County Library Card until June 30 of the current school year; these cards will not permit students to check-out DVDs.
10. A Hunterdon County Library card is valid at any library in the county, including the Bookmobile, except at the Lambertville Public Library and the Milford Public Library. Hunterdon County Library cards may be used at the Flemington Free Public Library.
11. There is no limit to the number of items that may be checked out on a card at any one time. Some individual item types may have limits. Check the circulation chart.
12. Institutions will be granted library cards at the discretion of the Library Director or Head of Circulation. Cards will include the name(s) of any persons authorized to check out items.



Procedures

NOTE: If a patron has any long overdue items (8 weeks or more), blocking fines, or lost items on their card, no card can be renewed until they are resolved.

1. Resident cards must be renewed every five years.
2. Non-residents must be renewed every year and must pay the annual library fee.
3. RVCC students, RVCC faculty, Institution, and Choice School students' cards must be renewed each year.
4. Verbal address checks will be requested once a year.
5. If a patron moves out of Flemington Borough to another part of the County he or she must apply for a HCL card.
6. If a patron moves into Flemington Borough from another part of the County, he or she must get a Flemington Borough library card. Flemington Borough library cards are available at HQ, NCB, and SCB.
7. Replacement cards will be issued free of charge.



Replacement Cards

1. Library cards that are lost or stolen will be replaced free of charge. Old barcode number needs to be saved. (see page 7)
2. If a card is in poor condition, a new card (with a new barcode) will be issued to the patron. Old barcode number needs to be saved.
3. Any library cards returned because the patron has moved out of County or passed away should be sent to the Head of Circulation.
4. Patrons who have forgotten their library cards when visiting the library may check out by showing proper ID.
5. If a patron has two active library card numbers, notify the main library, the situation will be corrected there.



Procedures

1. Patron must apply for library card in person.
(In case of special circumstances, refer the patron to the Head of Circulation).
2. Ask for and check ID for eligibility. If patron is a resident, continue procedures.
3. Check Polaris to see if patron already has a library card. If a record shows patron of same name, ask patron if they ever lived at that address. Ask patron if they have ever had a Hunterdon County Library card under a different name, i.e., a maiden name. If so, treat this as a name change and/or replacement card.
4. If patron is not registered, issue new library card.
5. Ask patron to fill out the Borrower Registration form (everything above the black line) read and sign. Parent/Guardian should sign registration form for minors as well. Guardians do not have to show proof of guardianship. If child is unable to sign form, only parent/guardian's signature is necessary.
6. If patron is already registered and reports:
 - a. **Stolen or missing Library Cards:**
 - i. Request ID from patron, enter patron's name and update any information.
 - ii. Issue patron a new card and enter new card number.
 - iii. On second screen of registration, enter the old barcode where it says former barcode.
 - b. **Damaged Library Cards:**
 - i. Request ID from patron, enter patron's name and update any information.

- ii. Issue patron a new card, which will have the same expiration date.
- iii. On second screen of registration, enter the old barcode where it says former barcode.



Identification

1. The Hunterdon County Library wishes to provide free library cards to all eligible residents and non-residents. Identification is requested to verify that the applicant lives within the area that supports the Library financially (or owns property, owns a business or teaches in the county) and to have enough information to contact the patron regarding overdue, billing and other notices.
2. All persons wishing to obtain a Hunterdon County Library card must show identification that must include the name and current address of the person applying for the library card. (In the case of minors applying for the card, the identification must be in the name of the parent/legal guardian co-signing for the card.) The guardian does not have to show proof of guardianship. If a person receives mail at a post office box, a street address must also be provided.
3. Staff members are encouraged to use sound but flexible judgment in accepting applications and address proof, remembering that the library's major aim is to provide library cards to all eligible persons.
4. Library card applications are available on-line as well as at any Hunterdon County Library.



Check Out

1. Patron must be a registered borrower of the Hunterdon County Library with a valid Hunterdon County Library Card.
2. Patrons may not check out if they owe \$10.00 or more in overdue fines, library fees, or items are 8 weeks overdue or longer.
3. Overdue fines are charged for items not returned by the close of business on the due date. See **Circulation Chart** for fine schedule.
4. The library is not responsible for damages that may occur to equipment in the playing of library audio/AV material.
5. AV materials are licensed for non-commercial, private exhibition. Any other use or copying is strictly prohibited. Federal law provides severe civil and criminal penalties for the unauthorized reproduction, distribution, or exhibition of copyrighted AV materials. Teachers may not use AV materials in classrooms nor can AV materials be shown at club meetings without proper permission from the company who produced it.
6. Patrons may not check out if they have materials that are 8 weeks or longer overdue.
7. Patrons may check out an unlimited amount of items, except for periodicals which are limited to ten (10) per card. Individual item types may have check out limitations. (See Circulation chart).
8. A registered borrower without their library card may check out with proper identification.
9. Borrowers may not check out using anyone else's library card unless they are in possession of the card.

10. Only the Extension Services Department may check out items to an Elementary, Middle or High School. Nursery schools may check out if they have been issued library cards. DVDs are not available for loan to schools.



PERIODICALS

Current periodicals do not circulate at HC, NC and SC.

CHECK OUT:

1. Scan the periodical barcode
2. If the periodical has not circulated previously, a pop-up will appear saying "This item is not linked...create a record on the fly?"
Click **YES**
3. In the brief entry window enter the information as follows:
 - Title: type full title
 - Call#: Enter the date of the periodical, Month-Date-Year
4. Uncheck the On The Fax box
5. Check your work and **SAVE**



Renewals

1. Renewals are automated; items with no requests will be renewed twice for the items' assigned borrowing time.
2. Inter Library Loan items may be renewed once by the patron; additional renewals are at the discretion of the ILL Department.
3. Patrons may renew items from a remote location by using Telephony or through the library's online catalog available through the library's website. A library card and pre-registered 4-digit PIN are required.
4. A patron may not use another library card to check out an item that has reached maximum renewals.
5. Items that have requests on them for other patrons may not be renewed.



Special Situations

1. If an item being checked out is already checked out to another patron, a Popup window will appear with the message: **This item is already checked out to another patron. Do you want to continue with the check out to XXX?** If you wish to continue the check out, select **Yes**. Make a note of the previous patron's name so the record may be checked and any associated fines removed.
2. If an item has no barcode, or cannot be read, use the Find Tool to locate the item in the catalog. **Change the By field to Title, type in the title and locate the correct item. Highlight and choose select to fill the Item barcode field.** Enter to check item out.
3. If a Pop-Up appears with the message, "This item is not linked to a record and cannot circulate. Would you like to create a record on the fly?" answer **No**. These can be checked out by hand, making note of the title, barcode, patron name and barcode and due date. Put a note in the item so it can be bar-coded upon return.

IMPORTANT:

Only tell a cardholder the items he or she has checked out, not items another patron has checked out on another card. THIS IS CONFIDENTIAL INFORMATION. The exception is if a parent of a minor would like to see what is checked out on the child's card. The parent must have the library card with them. If a patron phones, they must give their library card number to be given any information. No information is to be given out concerning someone else's record. No information is to be given to authorities without a search warrant. Direct all inquiries to the Director.

4. Inter-Library Loan items are checked out using the lending library's barcode. Inter-Library Loans may be renewed once. Additional renewals are at the discretion of the Head of Inter-Library Loan.



Check in

1. Items owned by Hunterdon County Library may be returned to any Hunterdon County Library including the Bookmobile.
2. Fines and charges incurred during the course of borrowing items may be paid at any Hunterdon County Library.
3. Inter-Library Loan items are also checked in on Polaris.



Lost Items

RESOLVING A LOST AND UNPAID ITEM AT CIRCULATION:

During Check-in, Check-out, or Renewal, the Resolve Lost Item dialog box will appear if the item has been declared lost. The cost of the item is automatically deducted from the patrons screen. When an unpaid item is returned or replaced the boxes do not appear. If the item has been declared lost, charged, but not paid for or waived, or is found at the library do the following:

1. Select a payment action in the Replacement **Actions** box:
 - a. **Waive** - select this to waive the replacement amount if the item has been found in the library or if the patron is providing a replacement copy.
 - b. **Leave As Is** -- select this to do nothing with the patron's account
2. Select a payment action in the Processing **Actions** box:
 - a. **Waive** - select this to waive the processing amount
 - b. **Leave As Is** -- select this to do nothing with the patrons account
3. If there is an overdue charge, select the action in the processing box.
4. Click **OK** on the dialog box

RESOLVING A LOST AND PAID ITEM AT CIRCULATION: Use this if an item has been declared Lost, has been paid for and is later found at circulation:

1. Select one of the following options in the Replacement **Actions** box:
2. **Leave As Is** ---Select this to do nothing with the patron's account. The circulation process (check-in, check-out, or renewal) is completed.
3. Do the same with the processing box. Click **OK** on the dialog box.
 - a. The item circulation status changes from Lost to In.

- b. On the Patron Status work form, paid, waived, and credited amounts appear in the Transaction Summary dialog box.

On the Patron Status work form, paid, waived and credited amounts appear in the Transaction Summary dialog box (Account view), and the item is removed from the (Claims view).



Overdues

1. Fines are calculated daily except for Sundays and Holidays or any time the library from where the book was borrowed is closed.
2. Overdue fines for Bookmobile materials are the same as Headquarters.
3. Items overdue eight weeks, or overdue fines of ten dollars block the patron's card. No check-outs are allowed.
4. For overdue fines see chart below.
5. When fines have reached the maximum fine, a \$3.00 processing charge is added.

Notification

1. The Hunterdon County Library will attempt to reach patrons when items become overdue. Patrons may choose to be notified through e-mail, Telephony or a print notice. If Telephony is unable to reach a patron for two days, three calls per day, a printed notice will be generated and mailed from the main library.
2. Phone calls or written reminders are a courtesy; the responsibility to return items on time rests with borrower.
3. "Almost Overdue" notices will be sent out through e-mail depending on original due date of item
4. Patrons will be notified through e-mail or Telephony:
 - * 7 days after the due date of the item (first notice)
 - * 28 days after the due date of the item (second notice)

5. A paper notice will be sent:
 - * 42 days after the due date of the item (third and final notice)
 - * 56 days after the due date of the item (bill). The item is set to **Lost**. The replacement cost and a \$3.00 processing fee will be included on the bill.

6. Patrons who fail to return items within 8 weeks of the due date or who accumulate fines and other charges in excess of \$50.00, will have their accounts referred to a collection agency. An additional service charge of \$10.00 will be added to each delinquent account referred to the collection agency.

7. After a patron has received the final overdue notice, he/she cannot check out items until the overdue fees are resolved.

OVERDUE FINES

Overdue fines are not intended to be punitive nor to limit access to the library collection, but rather to discourage the abuse of borrowing privileges. Notices, bills, and phone calls to borrowers notifying them of overdue materials and/or charges are a courtesy. All items that reach the maximum overdue fines will also be assessed a \$3.00 processing charge. Fines will not be assessed for Sundays or days the library is not open.

Item Type	Daily Charge	Maximum Fine
DVDs/Blu-rays	\$1.00	\$10.00
14-Day Items	.20	\$10.00
All Other Materials	.10	\$ 5.00



Lost & Paid Items

1. Patrons must pay the price of the lost item plus any overdue fines up to the maximum fine of the item, and a \$3.00 non-refundable processing charge. Processing charges defray the handling costs involved in reordering and processing library materials for the public use. Lost charges must be paid in full; no partial payments are accepted. Disputes in fines should be directed to the Circulation Supervisor at Headquarters.
2. The price of the item is determined by the cost of the item as listed on Polaris. Fees for miscellaneous items can be found in the Circulation Chart.
3. It may be possible to replace part of Book on CD sets, including cases. See **Circulation Chart** for cost of individual items. These charges are non-refundable. Patrons are responsible for \$3.00 processing charge and any fines incurred.
4. Lost items found in the library will have entire payment refunded, including processing charges and fines. Refunds are not given if patrons locate lost item after payment is made.
5. Patrons who fail to return items and/or pay for overdue items may be subject to legal proceedings for theft. Patrons who accumulate \$50.00 or more in lost charges and/or fines will be sent to a collection agency; an additional \$10.00 charge will be added to their record.
6. Patrons may buy a replacement copy of the item in lieu of paying the lost charges. Patron must still pay a \$3.00 processing charge and any overdue fines incurred. Audiovisual materials must be new, shrink-wrapped and the same edition as lost item. Library copies of books and used books (purchased from used or online booksellers), and book club books will not be accepted.

Procedures

1. Fill out a Lost and Paid slip for books, AV and periodicals, and submit to appropriate location (Member and Station libraries should send slips to Headquarters promptly). Include name of library owning item on Lost and Paid slip

For Replaced Items:

2. Check in lost title by using the barcode from the patron's record or the item record. This will post any overdue fines to patron's record. Set to in repair.
3. Add the \$3.00 processing charge from the Account record.
 - i. Click on the **Charge** icon.
 - ii. Type in \$3.00 in Amount box and choose **Processing Charge** from the drop down menu.
 - iii. Type in item barcode in the associated item box. Do not click on Find or Enter.
 - iv. In the Notes field, type in 'Processing charge for replacement item' and initial.
4. Fill out a lost and paid slip with item barcode and owning agency. Note that it is a replacement item. Send the item to Tech Services for processing.



Damaged Items

1. Patrons are responsible for items they have damaged and will be charged for damages occurring while the item is on loan to them.
2. Patrons will be charged the cost of the item plus \$3.00 processing fee for items damaged beyond repair; the Circulation Supervisor at Headquarters will assess lesser damaged items.
3. If damage occurred before the patron took the item out or because of frequent use, the patron will not be charged. Such damage may already be noted on the item's Polaris record and/or on the item itself.
4. Patron may choose to replace a damaged item with the same item.
 - a. When replacing an item, patrons must pay \$3.00 processing fee and any overdue charges that have been incurred.
 - b. Replacement of damaged items must be done within **two weeks** of the time the item's status was set to Damaged.
 - c. All replacement items must be in new condition.
 - d. Replacement audiovisual items must be new, shrink-wrapped and the same edition of the damaged item.
 - e. Withdrawn library copies and book club copies may not be used to replace damaged items.
5. Patrons may keep damaged item if charges are paid within two weeks from when item was set to Damaged.
6. If damage is very small, the damage will be noted on the item, dated and initialed. The item will stay in circulation. Patrons will also be charged for audiovisual cases that are damaged.

ITEMS DAMAGED BEYOND REPAIR: There is no “Damaged” status available in Polaris so if a patron returns an item damaged its status must be set to **Lost**.

ITEMS SLIGHTLY DAMAGED: Assessment of appropriate amount of fines, for slight damage (such as minor bite marks) will be made by the Head of Circulation at Headquarters.

ITEMS DAMAGED BY FREQUENT USE: Patrons will not be charged for items damaged from frequent use.

If a patron wishes to replace a damaged item in lieu of paying for item, see Replacement of Lost items above.



Requests & Holds

1. Patrons must be registered borrowers of the Hunterdon County Library with a valid library card in order to place a hold.
2. Residents of Lambertville and Milford Borough may not make requests through the Hunterdon County Library unless they have purchased a non-resident card.
3. All Inter-Library Loan requests made by Flemington Borough patrons must originate from Flemington Free Public Library.

Items owned by the Hunterdon County Library:

1. Patrons may have ten requests at any one time.
2. Patrons may place their own holds using the Polaris PowerPAC online catalog, or they may submit a request through the library.
3. Requests will be taken for all library materials except for periodicals.
4. Requests are processed by date of submission.
5. Patrons will be notified by phone, email, or text when an item arrives at the specific location. A second notification will be made if the item is not picked up after two days.
6. A print notice will be mailed to the patron if no contact is established.
7. Items will be held at the pick up library for five operating days.
8. Patrons wishing to pick up items on hold for another patron must present the card of that patron. Spouses may pick up each other's holds if they have their spouses card. A spouse who does not have their spouse's card can pick up a hold only if there is a note on their spouse's card giving them permission.
9. Local requests are kept active for six months. After that time, holds expire and patrons must resubmit a request form to be placed back in the queue.

Items not owned by the Hunterdon County Library:

1. Patrons may have three active Inter-Library Loan (ILL) requests at one time.
2. Requests received for items not owned by the Hunterdon County Library will be forwarded to the appropriate department for consideration for purchase.
3. Patrons requesting specific journal articles should include complete citations as per photocopy request form. Patron should be advised that there will be a photocopying charge of at least .05 per page. *** Some periodical articles are available through the Hunterdon County Library's subscription electronic databases.
4. Inter-Library Loans may be renewed once. Additional renewals are at the discretion of the Head of Inter-Library Loan.
5. Microfilm and microfiche may be requested through Inter-Library Loan and will most often involve a fee. The Inter-Library Loan Department should be contacted for these arrangements. All films must be viewed at Headquarters.



Reports

There are two reports related to the Holds List that should be run daily. Separate instructions for these lists are available in the Polaris Patron Services Manual.

1. **Request to Fill Report (RTF):** This report is a list of items which have had holds placed on them that are available at your library. When an item cannot be located on your shelves and you are the last owning agency in the county, contact the library where the patron will be picking up the item, so they can contact the patron to see if they would accept a substituted title or if the item should be obtained through Inter Library Loan. Substitutions will be made only at Headquarters or the North County Branch. If necessary, contact the Circulation Supervisor or Extension Services at Headquarters.
2. **Unclaimed Report:** This report is a list of items that were on hold but have had the holds canceled by Polaris because they have not been picked up. These items will be on your hold shelf. Take all the items off the Hold shelf that are on your list and check them in. **No items from this list should be left on your hold shelves past the pick up date.** If there is a request on the item, Polaris will alert you that the item is either on Hold (at your library) or needs to be transferred to another location to fill a hold. If you are not alerted for a hold, proceed with the normal check in procedure.
3. **Hold Requests to Transfer:** This report is a list of items that were held locally but patrons have requested they be transferred to another location for pick-up.



Museum Passes

MUSEUM PASSES:

Passes can be reserved online using a Hunterdon County Library card and PIN, or by calling the circulation desk at 908-788-1437. Passes are only available at the Headquarters Library on Route 12, Flemington. Passes are available to any Hunterdon County Library adult cardholder (18 years or older) in good standing. A library card must be presented at the time of pickup.

1. There is no charge to borrow a museum pass
2. One museum pass can be reserved per day per card. Up to two museum passes can be reserved per month per card.
3. The number of people admitted to a museum per pass varies by museum.
4. Day of use is the day the patron plans on visiting the museum. Passes are picked up after 2:00 pm the day prior to the day of use, and must be returned by 11:00 am the day after the day of use. Passes due on Sunday must be returned at 1:00pm when the library opens.
5. Reservations can be cancelled up to two days before the day of use. Patrons can cancel online or by calling Headquarters. If a pass is not picked up it is considered a "no show". Two "no shows" in a 60-day period results in a 2-month block on museum pass reservations.
6. Pass needs to be picked up using the library card that was used when the patron reserved the pass.
7. Passes need to be returned by 11:00am after the day of us to the circulation desk at Headquarters . Any passes left at other libraries, in book drops or late will be charged a \$10.00 fine.
8. Any passes which are lost or damaged will be charged the cost of the pass.
9. Only Hunterdon County Library cards can be used to reserve passes.



Circulation Chart

ITEM	# OF ITEMS ALLOWED	CHECK OUT PERIOD	RENEWALS (items on hold may not be renewed)	OVERDUE FINES PER DAY/ MAXIMUM
AUDIO		AUDIO		AUDIO
Books on CD	Unlimited	14 days	2	\$.20/\$10.00
Juvenile Books on CD	Unlimited	28 days	2	\$.10/\$5.00
Music CDs	Unlimited	7 days	2	\$.10/\$5.00
BOOKS		BOOKS		BOOKS
Books		28 days	2	\$.10/\$5.00
14-day New Books		14 days	2	\$.20/\$10.00
Holiday Books	Limits may apply; see YS for specific limits	14 days	2	\$.20/\$10.00
Reference Books		Do Not Circulate		
Inter-library loan	3 per card	14 days	1	\$.20/\$10.00

ITEM	# OF ITEMS ALLOWED	CHECK OUT PERIOD	RENEWALS	OVERDUE FINES
Juv. Book CD's in plastic bags	Unlimited	14 days	1	\$.10/\$5.00
Jersey Journeys	Unlimited	14 days	1	\$.10/\$5.00
PERIODICALS		PERIODICAL		PERIODICAL
Current periodicals	Do not circulate			
Back Issues	10 per card	14 days	2	\$.10/\$5.00
Newspapers	Do not circulate		1	\$.10/\$5.00
DVDs/Blu-rays		DVDs/Blu-rays		DVDs/Blu-rays
DVDs/Blu-Rays	Unlimited	7 days	1	\$1.00/\$10.00
VERTICAL FILE	Only at HQ Unlimited	14 days	1	\$.10/\$5.00
MISCELLANEOUS CHARGES				
Plastic Bags	.50			
Music CD Case	\$1.00			
Blu-ray Case	\$4.00			
DVD Case	\$4.00			
Book on CD Case	\$8.00			
Single disc Book on CD	\$10.00*			

*Plus a \$3.00 Processing Fee



Logging In and Receipt Printers

1. Each day at opening, log on to Polaris using the customized log in you have been given. Select your local branch when logging in.
2. At the end of the day, be sure to log out using the drop down menu under **FILE**.
3. Any computer problems should be reported to the Administrative Assistant.

Receipt Printers:

In the event the receipt printers fail to print, check the following things before reporting a problem:

First check to see if the printer is turned on and there is paper in the printer.

1. At the **Check-Out** workform, under **Tools** on the main tool bar, select **Options**. Make sure the following items are checked:
 - a. Print check out receipt
 - b. Print fine receipt
 - c. Print in-transit slip
 - d. Print hold slip
2. At the **Check-In** workform, under **Tools** on the main tool bar, select **Options**. Make sure the following items are checked:
 - a. Print fine receipt
 - b. Print in-transit slip
 - c. Print hold slip

3. At a **Patron Status** (choose any patron) Workform, under **Tools** on the main tool bar, select **Options**. Make sure the following items are checked:
 - a. Print check out receipt
 - b. Print fine receipt
 - c. Print in-transit slip
 - d. Print hold slip

4. In all these pop-up boxes, make sure there is a printer listed in the lower right-hand corner. If not, using the drop down menu, choose the RCPT printer. If no printers are available, contact Administration at HQ for assistance.