

# CIRCULATION AND RETRIEVAL POLICIES AND PROCEDURES FOR THE MID-MISSISSIPPI REGIONAL LIBRARY SYSTEM



Table of Contents

<b>GENERAL CIRCULATION AND RETRIEVAL STATEMENT .....</b>	<b>2</b>
<b>CIRCULATION POLICIES AND PROCEDURES</b>	
<b>REGISTRATION OF THE</b>	
Library Customer .....	3
Completing the Registration Card .....	3 - 5
Issuing Library Card .....	6 - 7
Homebound Customer .....	8
VIP .....	8
Homeschool Educator .....	8
Professional Educator .....	9
Temporary Library Card .....	9
Customers Outside .....	9
<b>USING LIBRARY CARDS</b>	
Using Library Cards for the Automated System .....	9
<b>LOAN PERIOD .....</b>	<b>10</b>
<b>LOANING PROCEDURES</b>	
Loaning .....	10-12
Checking-In .....	12
Limiting Check-Out .....	12
Renewals .....	13
Reserving Material .....	13-14
Lost or Damaged Material .....	14
Claims Returned .....	15
E-Books .....	15
Reference and Vertical File Material .....	16
Deposits on Material .....	16
In-house Use of Library Materials .....	16-17
<b>RECORD-KEEPING FUNCTIONS .....</b>	<b>17-18</b>
<b>MAGAZINES/NEWSPAPERS</b>	
Check-In .....	18
Circulation .....	19
<b>AUDIO/VIDEO MATERIAL</b>	
Videocassettes/DVDs .....	20
Videocassette/DVD Circulation Agreement Form .....	21
Audiocassettes/CDs .....	22
Audio-Visual Equipment .....	22-23
<b>DISCOVERY PACK/LEARNING PACKS</b>	
Discovery Pack/Learning Packs .....	23
Discovery Pack/Learning Pack Check-Out Policy Agreement Form .....	24
<b>RETRIEVAL – STATEMENT OF PURPOSE .....</b>	<b>25</b>
<b>OVERDUES</b>	
Material (Definitions) .....	25
Fines .....	25
Overdue Notice Library Mailer .....	26
Overdue Notices .....	26
Letter .....	27
<b>BOOK SECURITY SYSTEM .....</b>	<b>28</b>

## **GENERAL CIRCULATION AND RETRIEVAL STATEMENT**

The goals of standardized circulation and retrieval policies and procedures are to maximize the availability of all materials to the library customer and to expedite the use of the materials. Creating effective circulation and retrieval policies and procedures for all libraries in the Mid-Mississippi Regional Library System will serve to make more materials available to the customer while assuring effective control of materials.

The only contact that many customers have with the library occurs at the circulation desk. Standardized circulation and retrieval policies, procedures, plus sincere public service attitudes become positive public relation factors for each library.

## REGISTRATION OF THE...

### LIBRARY CUSTOMER:

Any person living within the MMRLS five-county area that wishes to checkout library material must be registered with the Mid-Mississippi Regional Library System. They may register at any one of the 13 branch libraries within the system.

**MID-MISSISSIPPI REGIONAL LIBRARY SYSTEM**

Name \_\_\_\_\_ Bar Code # \_\_\_\_\_

DL# or Photo ID# \_\_\_\_\_ P/N # \_\_\_\_\_

Employer name and phone \_\_\_\_\_

I apply for the right to use the Library and will abide by its rules. I will pay fines or damages charged to me, and give prompt notice of any change of address.

Print Full Name \_\_\_\_\_ Birthdate \_\_\_\_\_

Mailing Address \_\_\_\_\_  
No. and Street City State Zip

Physical Address \_\_\_\_\_  
No. and Street City State Zip

Home Phone \_\_\_\_\_ Cell \_\_\_\_\_

Local Reference: \_\_\_\_\_ Phone \_\_\_\_\_

Parent Signature (for children under 18) \_\_\_\_\_ Adult Signature \_\_\_\_\_

### MID-MISSISSIPPI REGIONAL LIBRARY SYSTEM

I have read and agree to the following library policies relating to:

Video \_\_\_\_\_  
(Adult only)

Computer \_\_\_\_\_  
(Parent/guardian) (Child under 18)

Discovery and Learning pack \_\_\_\_\_  
(Adult only)

Early Literacy Station \_\_\_\_\_  
(Adult only)

Customer's email \_\_\_\_\_

Customer's Beat \_\_\_\_\_ Customer's Ward \_\_\_\_\_

### COMPLETING THE REGISTRATION CARD:

Library staff will fully explain to the first time library customer how to fill out the registration card correctly. Portions of the above registration card will be filled out by the library customer.

**The following procedure will be used in registering a library customer.**

1. Check the automation system to verify that the customer is not already in the system.
2. Customers may only have one library card throughout the MLP Consortium unless they have a student/staff account at Mississippi State University, Mississippi University for Women or East Mississippi Community College. In these instances, the customer can apply for an MMRLS library card and retain their academic account.
3. Give the customer a registration card to be filled out.
4. Request that the customer present their current driver's license, or a photo ID as verification of the ID number they have listed on their registration card. If they do not have a current driver's license, or a photo ID they may present their Social Security card.
5. Review registration card to make sure customer has filled out all required portions of the card.
6. If the spouse of the customer who is completing a registration card has a current library card and is in good standing with the library and are living in the same household, the customer may be issued a library card at this time without the registration card being mailed to him/her.
7. Make the customer aware that the registration card will be mailed to them as a means of verifying their address.
8. After the customer receives the registration card in the mail, they will return to the library with their registration card and then be issued a library card.

**Children are registered and given cards when they have completed 5 year old kindergarten or have reached the age of 6 (whichever comes first) and can write their name.** Parents or guardians are to accompany their child to the library and give appropriate information. If both parent and child cannot come to the library at the same time in person, the parent will come first and assume the responsibility by completing and signing the registration card. The child will sign the card after the parent. The parent/guardian will also present their driver's license, photo ID or Social Security card as identification and sign the registration card if the child is under 18 years of age.

**Library staff should inform the parent/legal guardian, that by signing the registration card, they are assuming responsibility for all items checked out on the child's account and they are agreeing to MMRLS Circulation Policies. Library staff will inform the parent/legal guardian that library staff cannot censor materials being checked out by anyone and library staff cannot act in the role of "in loco parentis" (in the place of the parent). Library staff will inform the parent/legal guardian the library system is required to comply with Mississippi Law Sec. 39-3-365 of the Mississippi Code related to the confidentiality of library user records. Library staff will only be able to tell a parent/legal**

**guardian how many items their child has checked out, but not the titles, unless they become overdue or there is a fine attached to the item.**

The information for the registration card helps library staff retrieve material. If the parent or guardians of a child completing a registration form has a current library card and is in good standing with the library, the child can be issued a library card at this time without the registration card being mailed to him/her.

**The following information is to be completed by the customer on the registration card.**

1. Driver's license or photo ID number, or last four (4) digits of the Social Security number of customer, or if a child, last four (4) digits of the social security number of the child.
2. Employer name and phone, or if a child, leave blank.
3. Print full name – customer applying for card
4. Birthdate – of customer applying for card
5. Mailing Address – full address of customer
6. Physical Address – full address of customer
7. Home Phone – telephone number of library customer, family member, or neighbor
8. Cell Phone – cell number of library customer
9. Local Reference – name of a relative or neighbor with a telephone that does not live at same address as library customer.
10. Local Reference Phone – telephone number of reference from above.
11. Parent Signature – if child is under 18 years of age, one parent has to sign registration card **IN THE LIBRARY**.
12. The parent's driver's license or photo ID number, or last four (4) digits of the Social Security number should be written underneath the parent's signature.
13. Adult Signature – should be signed by customer.
14. Email address
15. Beat/Ward

After receiving their registration card in the mail, the customer brings the registration card back to the branch library where they filled out the card. The library staff at this time issues the customer a library card and adds the customer's registration information into automation system.

## ISSUING LIBRARY CARDS...



Headquarters:  
**662-289-5151**

Request & renew your  
books over the internet:  
[www.mmrls.lib.ms.us](http://www.mmrls.lib.ms.us)

Carthage	601-267-7821
Duck Hill	662-565-2391
Durant	662-653-3451
Goodman	662-472-0550
Kilmichael	662-262-7615
Kosciusko	662-289-5141
Lexington	662-834-2571
Louisville	662-773-3212
Pickens	662-468-2391
Tchula	662-235-5235
Walnut Grove	601-253-2483
West	662-967-2510
Winona	662-283-3443

When the customer receives the registration card in the mail, he/she will bring it back to the library. The following procedures will be used by library staff in issuing the customer a library card:

1. Library Card – a regional system library card will be issued to the customer.
2. Library Card Barcode – the barcode number of the library card will be added to the customer’s registration card.
3. **PIN – the customer will be asked to give library staff a PIN (4 digit number). This number will give the customer access to the public access computers and their personal account in the automated circulation system’s Online Catalog. The PIN will be written on the customer’s registration card. Information related to the customer’s PIN will only be given to the customer, in person, with proof of identification. The PIN will not be given over the telephone. Only the customer has the right to change the PIN.**
4. Adult customers will be given the option at this time to read and sign library policies relating to computer use, ELS use, and video and/or Discovery/Learning Pack circulation. They will sign the back of the registration form in the designated areas that are applicable.
5. The customer will sign the back of their new library card.

Library staff will use information from the registration card to enter customer’s record into the automated circulation system. **Library staff should refer to the Symphony User Registration Required Fields document located on the MMRLS Help Desk for a complete guide of information needed in the automation system. If the customer has chosen not to be a computer user at the time of registration, under the “Demographics,” “User cat1” tabs, select COMPAGRNO.”** If the customer has a student/staff account at Mississippi State, Mississippi University for Women or East Mississippi Community College, a note should be placed in the Extended Information field.

1. New customers will be given a Profile Name of “MMRLSNEWPA” if they are 18 years of age or older or a Profile Name of “MMRLNEWJUV” if they are under the age of 18.

If the new customer’s spouse, child, or parent/guardian (if new customer is a minor) living in the household has a MMRLS library card in good standing, the new customer may be given a Profile Name of “MMRLSPATR” if they are 18 years of age or older or a Profile Name of “MMRLSJUV” if they are under the age of 18.

If the new customer has previously had a library card at another MLP library before, or currently has a student/staff account at Mississippi State University, Mississippi University for Women or East Mississippi Community College, but has never had a library card at an MMRLS library, the customer is considered a “MMRLSNEWPA” or “MMRLSNEWJUV.”

2. Family members living in the household who have a library card will be linked together in the automation system through User Groups. Grouping family members under User Groups allows billed fines to be linked to each account related to that specific User
3. Group. User Groups consist of: husband and wife; mother, father, or guardian and their minor children (under the age of 18); and a minor child’s brothers and sisters who are also under the age of 18 if a parent/guardian does not have a library card. It does not include adult children or other related or non-related people living in the household unless they are financially dependent on this specific group of family members.
4. The User Group’s ‘Group Name’ should be the name of one adult family member; whether it is the husband, wife, parent/guardian; who has a current library card. Each family member will be grouped under that ‘Group Name.’ In cases where the parent/guardian of minor children does not have a library card, the minor children in that family can still be linked together by the ‘Group Name’ of one parent/guardian.
5. Each adult family member in a User Group will have the Responsibility Policy of ‘MMRLSParent.’ Each child in a User Group will have the Responsibility Policy of ‘Child.’ Only one adult family member in a User Group will be designated as the ‘Notice Master.’ The notice master will receive all overdue notices for their User Group.
6. Library staff should type customer’s name on the registration card with last name first.

The registration cards are filed alphabetically by customer’s last name first. Staff has the authority to make changes to the customer’s records if they know a customer has died or moved. Changes should be made to the customer’s record on the automation system based on these changes in status.

When a library card is renewed every three (3) years, customers are asked to verify the accuracy of data on the original registration card, or to fill out a new registration card. Corrections should be made to their automated record based on these changes and a new expiration date posted for another three (3) years. If the customer’s MMRLS automated record is modified by an MMRLS library that is not the customer’s Home Library, library staff will notify the customer’s Home

Library that the registration card needs to be updated. Only the customer's Home Library should have a registration card.

If a customer loses a card, the replacement card will cost \$2.00. If the lost card is found, the lost card should be cut up and discarded. It is no longer valid. No charge is made if the card is lost in an "act of providence: (card destroyed by fire, automobile accident, theft, etc.) for which the customer cannot be held responsible. All changes regarding library card barcode numbers should be applied to the customer's registration card and the customer's record information in the automation system.

### **HOMEBOUND CUSTOMER:**

If a homebound customer does not have a library card, upon initial delivery of materials, the library staff member will register the homebound and have them sign a registration card. The customer's library card will be left at the library. MMRLS Branch Managers may set the MMRLS customer's Profile Name to "MMRLHOMEBD" in the automated circulation system. Homebound customers will not be charged overdue fines on any MMRLS materials, but will be charge overdue fines on materials borrowed from libraries outside MMRLS where the "MMRLHOMEBD" Profile Name is not recognized. MMRLS homebound customers will abide by all other policies set forth in the MMRLS Circulation and Retrieval Policies and Procedures.

### **VIP CUSTOMER:**

MMRLS Branch Managers may set a MMRLS customer's Profile Name in the automation system to VIP if the customer is a:

- County Supervisor
- City Alderman
- City Mayor
- City and County Library Board Trustee
- Mid-Mississippi Regional Library System Retirees
- Significant library donor of at least \$500 in a calendar year (monetary or in-kind)

VIP customers will not be charged overdue fines on MMRLS materials, but will be charged overdue fines on materials borrowed from libraries outside MMRLS where the "VIP" Profile Name is not recognized. VIP customers will abide by all other policies set forth in the MMRLS Circulation and Retrieval Policies and Procedures.

### **HOMESCHOOL EDUCATOR:**

To assist in meeting the needs of homeschoolers within our community, MMRLS Branch Managers may set a MMRLS customer's Profile Name to "HOMESCHLED" if the customer can provide documentation from their local public school district, showing they are currently homeschooling their child/children. Only one parent of the child/children being homeschooled

can have a Profile Name set to “HOMESCHLED.” The “HOMESCHLED” Profile Name gives the customer a 30 item check-out limit with a 28 day circulation period on materials that normally circulate for 14 days, and allows them a limit of 15 requests. **The 28 day circulation period does not apply to any MMRLS materials that are cataloged as NEW BOOK, 3 DAY, 7 DAY, AUDIO VISUAL, REFERENCE MATERIALS or other materials cataloged for limited circulation.** The 28 day circulation period does not apply to materials borrowed from libraries outside MMRLS, materials which a MMRLS branch librarian considers high demand materials or MMRLS materials that are not being used to supplement the HomeSchool Educator’s class curriculum. These customers will be charged overdue fines and will abide by all other policies set forth in the MMRLS Circulation and Retrieval Policies and Procedures.

### **PROFESSIONAL EDUCATOR:**

To assist public, private, and academic school educators within our community, MMRLS Branch Managers may set a MMRLS customer’s Profile Name to “PROFEDUCAT” if a customer is currently teaching in a public, private, or academic educational institution and will be checking out material to supplement their class curriculum. The professional educator must provide current proof of employment, such as school employee I.D., payroll stub, or letter from school administrator/superintendent. The “PROFEDUCAT” Profile Name gives the customer a 30 item check-out limit with a 28 day circulation period on materials that normally circulate for 14 days, and allows them a limit of 15 requests. **The 28 day circulation period does not apply to any MMRLS materials that are cataloged as NEW BOOK, 3 DAY, 7 DAY, AUDIO VISUAL, REFERENCE MATERIALS or other materials cataloged for limited circulation.** The 28 day circulation period does not apply to materials borrowed from libraries outside MMRLS, materials which a MMRLS branch librarian considers high demand materials or MMRLS materials that are not being used to supplement the Professional Educator’s class curriculum. These customers will be charged overdue fines and will abide by all other policies set forth in the MMRLS Circulation and Retrieval Policies and Procedures.

### **TEMPORARY LIBRARY CARD:**

If you have a customer that could be considered a temporary resident, a temporary library card may be issued. The usual procedures will be followed. Expiration date depends on length of residency.

### **CUSTOMERS OUTSIDE THE MMRLS 5-COUNTY SERVICE AREA:**

As a courtesy to residents in our surrounding areas, MMRLS will issue cards to customers who reside in a county that adjoins one of its branch libraries.

## USING LIBRARY CARDS...

### USING LIBRARY CARDS FOR THE AUTOMATED SYSTEM:

The MMRLS library card has to be presented by the customer at any of the branch libraries within the system when he/she checks out library material. **If customer loses the library card, a replacement fee of \$2.00 is charged. No charge is made if the card is lost in an “act of providence”** (card is destroyed by fire, automobile accident, theft, etc.) in which the customer cannot be held responsible.

When a customer checks out material for the first time, he/she is to be made aware by library staff of the replacement cost of a library card, length of loan period, renewals made by telephone and through the Online Catalog, books may be returned in the bookdrop (if there is one), library services available, library hours, policies relating to lost or damaged materials.

## LOAN PERIOD

**ONLY TWO ITEMS at a time may be issued to the new customer for a period of 2 months.** After the 2-month period, if a good borrowing record has been established, the restrictions of two items will be cancelled unless there is limited material on the subject material is on reserve, or other reasons to limit materials. If two people live at the same address and one has a library card in good standing, the above restrictions do not apply.

The loan period for the general collection of materials will be TWO WEEKS (14 days). Of course, there are exceptions to this rule, which you will find under audio/video material, reference material, e-books, etc. **Highly popular books (best sellers) will be restricted to a 7-**

**DAY CHECK-OUT when demand is high.** Any other material in demand will be restricted according to the librarian’s discretion.

**Due dates for all libraries in the Mid-Mississippi Regional Library System will be changed daily through the automation system according to each library’s days/hours of operation,** thus causing material checked out to become due exactly two weeks from the day they were checked out from that specific branch library. The automation system is set up to recognize certain library holiday closings to reflect an altered due date. Any other library closings making it necessary to alter due dates, such as regional staff meetings, inclement weather, etc., should be brought to the attention of MMRLS’ Cataloging Coordinator at least two weeks in advance (if possible) so that the closing date can be added to the automation system.

## LOANING PROCEDURES

**ENCOURAGING PEOPLE TO ASK FOR THE MATERIAL THEY WANT AND DELIVERING THAT MATERIAL IS ONE OF THE LIBRARIAN'S MOST IMPORTANT RESPONSIBILITIES.** Customers need to know that a good librarian takes special pride in locating and securing the exact material needed. Assisting customers in this way may mean locating a specific book within the library, or it may mean borrowing it from another library (intra-library or inter-library loan).

### LOANING:

1. All customers will be asked to present their library card. No one may use another person's library card to check out materials. However, in instances where a caregiver/grandparent is acting on behalf of a parent by bringing a child to the library, that caregiver/grandparent may use the parent's library card to check out materials for the child.

- **As of September 5, 2012 adults, other than those classified as homebound, may give written permission for an adult proxy (maximum of 2) to check out material on their behalf using their library card. The adult customer must personally bring this written permission to the library. Library staff must keep proxy statements on file. Staff must also type proxy name in the notes field within the customer's account.** (For homebound customers, refer to page 7 of this policy.)
- Minor children may choose to allow their parent/legal guardian access to their library card to checkout materials for the minor child only. Library staff cannot give the parent/legal guardian the PIN associated with the child's account or any information related to what the child has checked out on their account other than the number of items unless the items are overdue. Once an item becomes overdue, library staff can tell the parent/legal guardian the title of each item that is overdue or each item that has a fine attached to it. The only way a parent/legal guardian can have access to information on the minor child's account, other than information related to overdue materials and fines, is if the child gives the parent/legal guardian their account's PIN. The parent/legal guardian would then only have access to the information related to the child's account through the Online Catalog.
- To assist members within a User Group:  
In cases where adult members of a User Group serve as each other's proxy, if a customer's proxy fails to bring the customer's library card to checkout an item with a hold placed on it through the automated circulation system, library staff may take the following steps in the automated circulation system to check the book out on the proxy's library card:
  1. Select "Modify User"
  2. Scan the proxy's library card in under "User ID"
  3. Select "Get User Information" at the bottom of page if information does not automatically come up.
  4. Select "User Group"
  5. Select "Checkout Holds" – This will automatically select "Display Holds" as well
  6. Go to "Check Out"
  7. Scan proxy's library card and checkout item

8. Go back to “Modify User,” bring up the proxy’s account and select “User Group”
9. Deselect “Checkout Holds” and “Display Holds”

Both “Checkout Holds” and “Display Holds” must be deselected on the proxy’s account so that they are not able to access another member’s information within the User Group through the Online Catalog.

These same steps apply when an adult member (parent/legal guardian) of a User Group is wanting to checkout an item placed on hold for a minor within the User Group and they do not have the minor’s library card.

To comply with privacy laws, the proxy of another adult within a User Group or the parent/guardian within the User Group of a minor child must tell library staff they wish to pick up the hold item for the adult/minor child. Library staff cannot notify the proxy or the parent/guardian of a minor child the title of a hold item that is available, only the number of items available.

2. Scan the customer’s library card to check his/her record for overdue, lost or damaged materials, fines or other bills charged to their account. If a customer has any of the stated above charged to their account, the materials must be returned and the fines or other bills paid before the customer can check-out any more materials. A block may be placed on a customer’s account if a family member residing in his/her household has an overdue fine pending. Family members include husband and wife; mother, father, or guardian and their minor children (under the age of 18); or in some instances, a minor child with his brothers and sisters who are also under the age of 18, if a parent/guardian does not have a library card. For the purpose of blocking a customer’s account, family members do not include adult children or other related or non-related people living in the household unless they are financially dependent on this specific group of family members. Family member accounts will be linked by User Groups within the automation system.

**3. If a customer has a student/staff account at Mississippi State University, Mississippi University for Women or East Mississippi Community College and currently has overdue items that are owned by an MMRLS library on the student/staff account, the customer will not be allowed to checkout additional MMRLS items on their MMRLS account until the materials are returned.**

4. After the librarian has established that the customer has a clear borrowing record, the customer may have his/her books checked out. Customers are limited to 15 items checked-out on their account. There are exceptions to this 15 item check-out rule, which you will find under audio/video material, reference material, e-books, etc.

- Check state of condition of all material prior to loan
- Scan the barcode number of each item to be checked out
- Print a receipt of items checked out (showing titles and due dates) and give to customer
- Libraries with book security systems will follow procedure for removing alarm activation from items.

## CHECKING IN:

1. Prepare a place away from the top of the desk to put the books as they are returned by the customers. Leaving books out on the desk to get mixed up with other books before they are discharged may cause a serious error.
2. Check the state of condition on all material for abuse or damage. Customer will be held responsible if the customer damaged the item.
3. Open the book and scan the barcode number in on each item. Be sure each item is listed in the check-in window to verify that it has been checked in.
4. Customers checking out books within the MMRLS may return their library materials to any of the MMRLS branch libraries, regardless of which branch the materials were checked out. The books will be returned to the branch library to which it belongs through Intra-library loan.
5. Libraries with book security systems will follow procedure for reactivating alarm to items.

Customers may return materials for check-in at any MMRLS branch library regardless of the MMRLS branch location the materials were checked-out.

## LIMITING CHECK-OUT:

**The number of books or other material that a person may take out of the library is limited only by the material the library has, or can obtain.** Some limitation on the number of items that may be checked out could be based on the amount of material on a subject (for instance; summer reading program, term paper topics, etc.) and material put on reserve in the library. Other limitations on items such as audio/video, Discovery/Learning Packs and e-books are stated in their policy. **The total number of items per person that can be checked-out on their library card account at one time is 15.** Of course, this is based on the customer's status with the library (new customer, fines, overdue material, etc.)

At the discretion of the librarian, materials may be limited or deposits required if the customer is a habitual abuser of the loan policies of the library and inter-library loan policies of the Mid-Mississippi Regional Library System. If any restrictions have to be made, it can be done gently and in such a way that the customer is made to understand that it is necessary to make the collection available to all customers.

## RENEWALS:

**Renewals may be made up to 3 times if there is no reserve on the material. Once an item has been renewed 3 times the item must be returned to the library for a period of at least one week before the customer can check out the item again. This gives other library customers an opportunity to view the material. DVDs/Videos, Discovery/Learning Packs and items cataloged as "New Book" cannot be renewed.**

### **In the Library:**

Library staff may renew a customer's material in the library. The customer may present the material to be renewed or staff may renew unseen materials checked out on the customer's account. If the materials are currently past due, fines should be paid at the time of renewal.

### **By Telephone:**

The library customer may telephone the library to renew material. The staff needs to inform the customer to give the following information over the telephone: customer's name and title of book to be renewed. (If there is a question about whether the library staff has accessed the correct account, staff may request the customer's library card barcode number.) Overdue materials may be renewed by phone to stop charges from accumulating. Staff should inform the customer of the fine charged. All fines should be paid on the customer's next visit to the library.

### **Customer Self-Renewal:**

Customers may renew materials on their account using the automated system's On-line Catalog with their library card barcode number and PIN number. The automation system does not allow for the on-line renewing of materials if there is a fine on the customer's account.

Videos/DVDs, Discovery Packs/Learning Packs and e-books cannot be renewed.

### **RESERVING MATERIAL:**

The libraries in the Mid-Mississippi Regional Library System will request/reserve materials for customers. If a particular book or other material is checked-out or cannot be located when asked for, then a request can be placed on the material for the customer on our automated system. If the customer does not come to the library within 7 days after being telephoned or notice mailed to pick up requested/reserved material, his/her request will be terminated. The next customer that has a request on the item will be notified. If a customer telephones the library and explains that he/she cannot pick up material within 7 days, but does need material, then the requested material may be held longer. It is very important to note the date when the customer was notified that the requested material was available for check-out. **A 7-day book should only be held 3 days before it is transferred to the next customer in the reserve file. E-books will only be held on reserve for 2 days.**

Library staff can make a request for materials within the system for their customer on the automated system. The customer also has the option of making their own request from the automated system's Online Catalog by using their library card number and PIN number. A customer can have up to 5 requests on their account, with the exception of e-books. Requests for available material not owned by the customer's branch library, but by other branch libraries

within the system, or the Consortium, can be made through the automated system. The material will be delivered through Intra-Library Loan with the regular weekly book deliveries from Headquarters. If there is an urgent need for these materials to be sent immediately (i.e., school project deadlines), the lending branch should be contacted by telephone and asked to mail the material to their library by the next working day if possible. MMRLS customers will only be allowed to place a request on MMRLS e-books.

**To maximize the availability of all materials within MMRLS to the library customer, as stated in the General Circulation and Retrieval Statement, there is no restriction on the requests of new books and high demand books within MMRLS, except for those items marked “New Book”. An individual customer may request up to 5 items. However, to expedite the use of the materials in the timeliest manner, as also stated in the General Circulation and Retrieval Statement, libraries and their customers should request their branch’s copy of the material when it is available, even when it is listed as “In Cataloging”. Head Librarians should take note of specific authors/titles/genres their customers have to regularly request from other branches and consider ordering these materials for their branch library.**

#### **LOST OR DAMAGED MATERIAL:**

The library customer is responsible for all library material taken out of the library. If a customer loses or damages an item, his/her future record has to be cleared before any material may be checked out in the future. Materials that are overdue for a period of more than 60 days will automatically be assumed lost. The customer will automatically be billed for the replacement cost of the item. This price can also be found under the item ‘Call Number/Item’ in the automation system. Items added to the automation system after the year 2000 should list the accurate replacement cost of the item. Some electronic library item records created prior to 2000 may not have had an amount assigned to them in the automation system; therefore, the customer will be billed the default amount of \$20.00 regardless of the item type, except for Kits. The replacement cost of the item includes the cost of processing the new copy of the item.

MMRLS Staff should never give the customer the option of purchasing a new copy of the item to replace the lost/damage copy. Library staff should order the replacement copy through Acquisitions. A \$5.00 processing fee per item will be charged to any customer who goes outside library policy and purchases a replacement copy.

For more information on charges for lost or damaged material, please look at the Interlibrary Loan Policy. Do not charge MMRLS customers in an “act of providence” (death, fire, hospital, accident, etc.) in which he/she cannot be held responsible. Proof needs to be provided if in doubt. This is limited to MMRLS items only. In this instance, if the item has been overdue for a period of time before the “act of providence” the overdue fine that has accrued up until the “act of providence” will be charged to the customer.

#### **CLAIMS RETURNED:**

The library customer is responsible for all library materials checked out on their account. If the customer states he/she returned an item, but the item is still checked out on his/her account, library staff should search their library for the item. If the item is owned by another library, staff

should contact the owning library, asking them to search for the item. If the item is not located, library staff will notify the customer. Library staff may mark the item on the customer's account "Claims Returned" if the item belongs to an MMRLS branch library. The customer will be given a period of 2 weeks from the time the item was marked "Claims Returned" to search for the item. After that period of time, if the item has not been found, the price of the item will be billed to the customer. If library staff locates the item in the library or owning library, any overdue fines that have been charged on the item will be cancelled.

## **E-BOOKS:**

E-Books owned by MMRLS can only be checked-out to MMRLS customers with a current library card. If a customer has any overdue, lost or damaged material and/or fine posted to their account, the material must be returned and the fine paid before the customer can check-out an e-book.

Customers are limited to two (2) concurrent e-book check-outs. The maximum circulation period for e-books is 10 days. Prior to check-out, the customer has the option to reduce the circulation period to a period of time in which they think they can read the e-book. With the Axis Reader app., the customer has the option to return the e-book before 10 days if they choose. The e-book will automatically delete from the customer's device after the circulation period selected at time of check-out. The circulation period for e-books is based on actual days of the week, not days the MMRLS Headquarters or its 13 branches are open for business.

A customer can have up to two (2) e-book reserves/requests on his/her account. Once the e-book is made available to the customer, he/she will automatically be notified by e-mail and will have two (2) days to check-out the e-book to his/her account. If the customer does not check-out the e-book during this 2-day period, the reserve/request will automatically be cancelled.

Library staff will assist customers as needed with basic instruction/questions related to downloading MMRLS e-books to the customer's e-reader device.

## **REFERENCE AND VERTICAL FILE MATERIAL:**

As a general rule, reference material and vertical file material WILL NOT circulate out of the library. Older encyclopedias that have been put in the circulating collection may circulate for 3 days. Certain reference books (decision to be made by librarian) may go out of the library OVERNIGHT. The decision should be based on additional material on subject matter, access to a photocopier, dependability, and trustworthiness of customer.

Vertical file material should be treated as reference material when a decision has to be made as to circulation of this material. If circulated, it should not be out of the library more than 3 days. Proper records of circulation are necessary in checking out vertical file materials as well as other library material.

## DEPOSITS ON MATERIAL:

**Materials that require a deposit in order to leave the library include certain reference books, study guides, auto repair manuals, Cliff Notes, and expensive books, etc.** Other deposits could involve a customer who has had a very bad record in the past but has cleared his/her record, and adult visitors to a community staying temporarily that cannot give a reference. **Limit these people to checking out 2 items.** The librarian will be the decision maker as to the amount to charge for a deposit based on the cost of the material. The amount charged for deposit books should be reasonable. When the item is returned to the library, the deposit is returned to the customer.

### **Libraries should use the following procedure when receiving deposits on library materials:**

Cash is REQUIRED. Do not accept a check on a deposit book. The cash will be deposited into the library's checking account. When the customer returns the item, a check is written to the customer. A ledger should be kept with the following information noted: customer's name, title of book, date of check-out, amount of cash deposit received, date of discharge, library's check number and amount or return deposit, and date check given to the customer.

## IN-HOUSE USE OF LIBRARY MATERIALS

**In-house use of library materials should be included in the total circulation figures of all MMRLS libraries. MMRLS has the ability to count the in-house use of library materials that are consulted, viewed, copied, scanned or read, in the library.**

The following "in-house use" of library materials can legitimately be considered equal to the use of circulated items:

- Non-circulating reference materials consulted, photocopied or scanned
- Circulating print materials that have been consulted, photocopied, scanned or read for entertainment in the library
- Viewed microfilm
- Genealogy folders, Vertical File folders and printed material that have been consulted, photo-copied or scanned
- A/V materials that have been viewed or listened to in the library
- All material used during programs
- All material used for library displays
- Magazines and newspapers consulted, photocopied, scanned or read in the library

**Items that are casually taken off the shelves but not consulted, photocopied, scanned, read, viewed or listened to in the library should not be counted in a library's "in-house" statistical figures.**

There are two basic methods for capturing "in-house use" of library materials through WorkFlows:

- Gather items that users leave lying on book carts, desks, tables or open shelves and carry them to the Circulation Desk; scan the item's barcode under "Mark Item Used." Marking an item used results in adding the item to a library's overall circulation statistics. This

also adds to the individual item's use which assists the Librarian in determining later if an item should be weeded because of non-use.

- Non-barcoded items can also be counted by using the special barcoded “dummy” cards provided by MMRLS' Cataloguing Department. There is one for Vertical File and Genealogy Folders, Newspapers and Magazines and Paperback Swaps. These special barcoded cards can be scanned under “Mark Item Used” or “Ephemeral.” If the library chooses to use “Ephemeral” a User ID is required.

**Other statistical information such as programming and Reference questions are not included in the total circulation figures.**

## RECORD-KEEPING FUNCTIONS

**THE MAIN PURPOSE OF THE LIBRARY IS FOR SERVICE TO THE PEOPLE.**

Careful attention (accuracy, neatness, and timeliness) of necessary reports will help tell the library story. It will also improve understanding and cooperation between branches and headquarters.

- **DAILY COMMUNITY LIBRARY ACTIVITY RECORD:**  
Each library in the Mid-Mississippi Regional Library System receives a 2-page daily community library activity record (can be accessed on the Help Desk). Daily activities are to be recorded at the end of each day under the appropriate section: circulation, computers, fees, Intra/Interlibrary loan, meeting room, story hours, group visits, public relations, etc. This record is kept at the local library. These figures are transferred to the Monthly Statistical Report at the end of the month.
- **WEB REPORTER**  
On the 1<sup>st</sup> working day of the month each library in the Mid-Mississippi Regional Library System accesses Web Reporter to print a listing of circulation statistics for the previous month. These figures are transferred to the Monthly Statistical Report.
- **PC USAGE REPORT**  
On the 1<sup>st</sup> working day of the month each library in the Mid-Mississippi Regional Library System accesses the PC Usage Report in the PC Reservation Reporting Module to access the number of customers using the public access computers and number of hours the public access computers were used for the previous month. These figures are transferred to the Monthly Statistical Report.
- **MONTHLY STATISTICAL REPORT:**  
At the end of the month each section in the daily activity record is to be totaled and information transferred along with statistics from Web Reporter and the PC Usage Report to the MONTHLY STATISTICAL REPORT. This report is to be mailed and received at headquarters BY THE FIFTH OF EACH MONTH.
- **PETTY CASH STATEMENT:**  
A PETTY CASH STATEMENT is to be filled out correctly and mailed with the monthly statistical report. Be sure you transfer the balance on hand for the coming month before

the petty cash form is mailed to headquarters. Attach all supporting invoices and receipts.

- **ACTIVITY CALENDAR:**

The ACTIVITY CALENDAR is provided to the librarian for planning activities. With the use of this calendar, the librarian will find it easier to plan programs and activities for varied age groups. Other things that the calendar includes: when each library should report lost and discarded materials, employee birthdays, holidays, and the date each month that the acquisition order is due.

Remember, the following forms are to be sent to Headquarters by the **tenth** of each month:

1. **Monthly Statistical Report**
2. **Petty Cash Statement**
3. **Monthly Periodical Claim Form**
4. **Monthly Activity Planning Calendar**
5. **Computer Maintenance Form**
6. **Supply List**

**A copy of each report should be kept at each library. These forms can be accessed on the Help Desk**

(FOR A COPY OF EACH FORM SEE SECTION 'FORMS'. You can also access these forms from the Help Desk.)

## MAGAZINES/NEWSPAPERS

### **CHECK-IN:**

Magazines/newspapers are to be checked in when received at each branch library. A check-in card needs to be made for each magazine/newspaper with the name of magazine/newspaper typed to the left and frequency of publication to the right. The date the magazine/newspaper is received and date of issue should be filled in under the appropriate day/week/month. The magazine/newspaper will then be stamped with the branch library ownership stamp. If the branch has a book security system, the magazine will be stripped.

Newspapers will be checked in on the daily check-in card. Weekly and Monthly forms are used for checking in magazines. Copies of each form are shown in the section 'FORMS'.

### **CIRCULATION POLICY FOR MAGAZINES:**

**Magazines are not checked out to customers at the larger branch libraries (Attala, Carthage, Durant, Winona, and Louisville) in the Mid-Mississippi Regional Library System. (Newspapers do not circulate anywhere.)** Magazines are checked out in some of the branch libraries, depending on the size of facility, access to tables and chairs, and number of

hours opened to the public. Circulation of magazines should NOT EXCEED 14 DAYS. Of course, customers may use in the library any magazine subscribed to or donated.

**The Attala County Library's magazine collection serves as the Headquarters collection. It serves all libraries in the Mid-Mississippi Regional Library System. A list of magazines that are weeded from branch collections, or gift magazines not needed by branch libraries should be sent to headquarters to fill in the Regional Collection.**

Magazines not needed to fill in the Regional Collection can be donated to the jails and nursing homes in the service area, or can be distributed by the local librarians at their discretion. If a branch librarian wants to re-evaluate the circulation of magazines, weeding of magazines, or number of years to keep issues; he/she should first discuss these issues with the **System Branch Services Coordinator**.

A Monthly Periodical Claim form is to be filled out each month and a copy sent to Headquarters with the other monthly report forms. (See copy of the form in the section 'FORMS').

## AUDIO/VIDEO MATERIAL

### **Videocassette/DVD:**

The Mid-Mississippi Regional Library System recognizes its responsibility to provide educational, informational, and recreational materials in a variety of formats. When possible, videocassettes and DVDs with public performance rights will be acquired and identified as such. Due to the expense of videocassettes/DVDs and the high customer demand, special regulations will apply to the circulation of these materials.

The collection will include a variety of subject areas, including educational, how-to, travel, children's films and stories, child care and parenting, selected classic comedies and classic feature films, exercise, self-help, Mississippian, sports and games, history, etc.

This collection is not intended to compete with local video rental stores or to supplement formal education programs. Titles will be chosen to meet the needs of out-of-school borrowers who seek information. The purpose of this video/DVD collection is to attract a segment of the community who do not often use the library and to encourage those new borrowers to take advantage of other services offered by the library.

1. Any registered adult (18 years of age or older) in good standing may check out videos/DVDs.
2. Videos/DVDs are to be circulated for 3 days only.
3. Videos/DVDs are to be returned inside an MMRLS library. **Do not place videos/DVDs in the bookdrop.** Doing so will result in the forfeit of borrowing privileges for this type of material for 90 days
4. A fine of \$2.00 each per day will be charged for overdue videos/DVD, maximum \$10 per Video/DVD.
5. Limit of 2 videos/DVDs per check out per customer.
6. Videos/DVDs may not be renewed.

7. Videos must be rewound before returning to the library. If not, a \$1.00 charge will apply per video.
8. The library will reserve up to 2 videos/DVDs per customer at a time.
9. If a video/DVD is returned without the storage box, the current price of the storage box will be charged.
10. The customer is responsible for the replacement cost of any lost or damaged video/DVD.
11. The library assumes no responsibility for damage caused to a video/DVD recorder/player by a library video/DVD.
12. Copyright laws limit library videos/DVDs to home viewing only and prohibit their duplication.
13. Videos/DVDs should not be exposed to heat, cold or dampness.
14. Videos/DVDs are not for ILL outside of MMRLS. An MLP customer may check-out these items at the item's library, but they will have to return them to an MMRLS branch location.
15. Items marked "New DVD" are restricted to circulation at the item's library.

The following Video/DVD Circulation Agreement form must be filled out by the customer and kept on file in the library.



## MID-MISSISSIPPI REGIONAL LIBRARY SYSTEM VIDEO/DVD CIRCULATION AGREEMENT

**Last Name**

**First**

I understand that under no circumstances may admission be charged for any video/DVD programs or any portion of a video/DVD program borrowed from the Mid-Mississippi Regional Library System.

Videocassettes/DVDs marked with the designation "**HOME USE ONLY**" are licensed only for non-commercial private exhibition in homes. Federal law provides severe civil and criminal penalties for the unauthorized reproduction, distribution, or exhibition of copyrighted motion pictures and videocassettes/DVDs. (Title 17, United States Code, Section 501 and 506).

While great care has been exercised in the selection of materials, some individuals may find the contents of certain programs objectionable for certain age groups. The library, therefore, does not assume responsibility for the contents of any video/DVD program, and is not liable for damages, personal injury or loss that might result from the use of a videocassette/DVD from the library's collection.

I agree to be responsible for the videocassettes/DVDs checked out on my library card. I have read and agree to the policies below.

1. Borrowers must be eighteen (18) years of age or older to checkout videos/DVDs.
2. Borrowers must have a valid MMRLS library card or a valid library card from a system within the Mississippi Library Partnership (MLP). The borrower's record must contain the borrower's correct name, address, and telephone number.
3. Borrowers must be in good standing with the library which means they should have no overdue library materials.
4. The loan period for a videocassette/DVD will be three (3) working days.
5. If the video/DVD is returned late, there will be an overdue charge of \$2.00 each per day.
6. There will be a limit of two (2) videocassettes/DVDs per check-out per library card.
7. Videocassettes/DVDs cannot be renewed.
8. If the videocassette/DVD is found to be defective in any way when it is first played, remove it from the machine immediately, and notify the library staff.
9. The borrower must rewind the videocassette before returning it to the library otherwise, a \$1.00 charge will apply.
- 10. VIDEOCASSETTES/DVDs MUST BE RETURNED TO THE CIRCULATION DESK OF AN MMRLS BRANCH LIBRARY.**  
If a video/DVD is returned to another system's branch library within MLP the borrower will forfeit borrowing privileges for this type of material for 90 days.
- 11. VIDEOCASSETTES/DVDs MAY NOT BE RETURNED IN THE BOOK DROP.**  
Doing so will result in the forfeit of borrowing privileges for this type of material for 90 days.
12. The library will reserve up to two (2) videocassettes/DVDs per customer at a time.
13. If a videocassette/DVD is returned to the library without the storage box, the current price of the storage box will be charged.
14. The library assumes no responsibility for damage caused to a borrower's videocassette/DVD recorder/player by a library video/DVD.
15. Copyright laws limit library videocassettes/DVD to home viewing only and prohibit their duplication.
16. Borrowers are responsible for the replacement costs of any lost, damaged, or stolen videocassettes/DVDs.
17. Videos/DVDs are to be kept in their protective cases when not in use.
18. Videos/DVDs may be damaged by exposure to heat, cold or dampness. Videos/DVDs may also be damaged if they are left near magnetic sources (vacuum cleaners, stereo speakers, or telephones). Care should be exercised so as not to subject the video/DVD to these conditions.

Customer's Signature \_\_\_\_\_ Date \_\_\_\_\_

Revised March 2010, January 5, 2015

### **Audiocassette/CD:**

1. Four (4) Audiocassettes/CDs can be checked out at a time per MMRLS or MLP branch library customer.
2. Audiocassettes/CDs circulate for 2 weeks, same as a book.
3. **Audiocassettes/CDs must be returned to the circulation desk of an MMRLS branch library. They cannot be placed in the book drop or returned to another MLP branch library. Doing so will result in the forfeit of borrowing privileges of this type of material for 90 days.**
4. Overdue fines are \$.25 per audiocassette/CD with a maximum of \$5.00.
5. Audiocassettes/CDs are not for ILL outside MMRLS. An MLP customer may check-out these items at the item's library, but they will have to return them to an MMRLS location as well.

### **Audio-Visual Equipment and Laptops:**

The following audio-visual equipment loan policies have been established:

- A. Policy for in-library use: Groups or individuals using audio-visual equipment in the library will not be charged a user's fee.
- B. Policies for off-premises use: Groups or individuals will be charged the following nominal user's fee for audio-visual equipment used outside the library.

<u>EQUIPMENT LOANED</u>	<u>CHARGE PER DAY (UP TO 24 HOURS)</u>
Slide projector	\$4
Screen	\$5

The librarian must keep a record of the person or organization that checks out the equipment plus a telephone number. (See 'Forms' section) The librarian will be the decision maker as to how long a piece of A-V equipment should circulate. If possible, the equipment should not be checked out of the library longer than overnight.

The librarian will inform the individual that he/she is assuming personal responsibility for the library equipment loaned to them. They will pay any necessary repairs due to misuse, abuse, or neglect while the audio-visual equipment is in their possession. The rental fee will be collected before the equipment is loaned.

These nominal audio-visual rental fees have been established by the Regional Library Board of Trustees to help local libraries offset the expense of projector lamps and audio-visual equipment repair. Each head librarian is responsible for setting aside these funds and accounting for them. *When projector lamps must be purchased or equipment must be repaired, he/she will use the audiovisual equipment fee collected to offset these expenses.* Vendor locations for audio-visual items can be obtained through the **System Administrative Assistant**.

Head Librarians will report on their monthly petty cash forms the audio-visual rental fees.

### **Equipment that cannot be used off premises:**

The following audio-visual equipment will not be loaned outside the library unless special permission is obtained from the System Executive Director. This equipment includes: overhead projectors, public address systems, opaque projectors, televisions and videocassette/DVD equipment. This equipment may be used by the public inside the library, but a record must be kept of the person responsible for the equipment's use along with the date.

### **Equipment not for public use:**

Use of library owned laptops and laptop projectors are limited to library sponsored programs. Library personnel must be present.

## **DISCOVERY PACKS/LEARNING PACKS**

### **Discovery Packs/Learning Packs:**

1. Discovery Packs and Learning Packs are available for check-out by adults only.
2. Adult customers may check-out no more than two (2) packs per household at one time.
3. Packs can be checked-out for a period of two (2) weeks. **No renewals allowed.**
4. Packs must be returned to the library's circulation desk. **They cannot be placed in the bookdrop.**
6. Overdue fines are \$2.00 per day for each Pack that is overdue with a maximum fine of \$10.00 per pack.
7. Discovery Packs/Learning Packs are not for ILL outside MMRLS. A MLP customer may check-out these items at the item's library, but they will have to return them to this location as well.
8. The following Discovery Pack and Learning Pack Checkout Policy and Agreement must be filled out by the customer and kept on file in the library.

**DISCOVERY PACKS AND LEARNING PACKS  
CHECKOUT POLICY AND AGREEMENT**



- **Adult** patrons may checkout a limit of two (2) packs per household at one time. Packs cannot be checked out on a child’s card.
- Discovery Packs and Learning Packs not available at your local Mid-Mississippi branch library may be requested through inter-library loan service from any of the branches within the Mid-Mississippi Regional Library System.
- **Mississippi Library Partnership branch library customers outside MMRLS may request Discovery Packs and Learning Packs, but the packs must be checked out at an MMRLS branch library. The packs must be returned to an MMRLS branch library.**
- Discovery Packs and Learning Packs can be checked out for a period of two (2) weeks. **No renewals are allowed.**
- Discovery Packs and Learning Packs must be returned an MMRLS library’s circulation desk. **They cannot be placed in the book drop.** Doing so will forfeit the borrowing privileges for this type of material for 90 days.
- Only write & wipe (erasable) markers provided in Packs are allowed to be used on the write & wipe cards in the Packs.
- Each Pack has a content card attached that shows a list of items in each Pack. Patron will check items in Pack against content card to make sure all items are in the Pack before returning. Library staff will then check Pack against content card to make sure all items are in Pack when Packs are returned to the library.
- If an individual item is lost or damaged from the Discovery Pack or Learning Pack, the patron may be responsible for paying the replacement cost for the entire Pack, unless that particular item (video tape, book, puzzle, etc.) is available for individual re-purchase.
- Overdue fines on Discovery Packs and Learning Packs are \$2.00 per day for each Pack that is overdue.

I have read and understand the Discovery Pack and Learning Pack Checkout Policy and agree to abide by the policy as stated. The signed copy of this form will be kept on file at this library.

\_\_\_\_\_  
(Print Patron’s Name)

\_\_\_\_\_  
Patron’s Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Signature of Employee Accepting Form

\_\_\_\_\_  
Library Accepting Form

FOR LIBRARY USE ONLY:      Library Card# \_\_\_\_\_

Mid-Mississippi Regional Library System  
July 2008, revised January 5, 2015

## RETRIEVAL – STATEMENT OF PURPOSE

Retrieval of overdue material is designed to be an unbiased safeguard for any libraries in the Mid-Mississippi Regional Library System against any person who would remove or mutilate items without authorization or permission. Systematic retrieval of overdue materials, when properly conveyed to the public, will promote understanding, cooperation, and appreciation for the protection of the library's material.

## OVERDUES

### Overdue Material (Definitions):

Library material is considered overdue when it is one day past the DATE DUE unless the DATE DUE falls on a holiday, or a day the library is closed due to work schedule or weather conditions.

### Overdue Fines:

The main objective of charging fines is to encourage borrowers to return materials on time so others may use them. Libraries have fines as a customer incentive to return materials on time and in good condition. Library staff cannot waive a customer's fine for any reason other than an "act of providence" (death, fire, automobile accident, hospitalization, etc.) Proof needs to be provided when in doubt. This includes the family members of those living in the household of library staff. **This is limited to MMRLS items only. In this instance, if the item has been overdue for a period of time before the "act of providence" the overdue fine that has accrued up until the "act of providence" will be charged to the customer.**

Overdue fines are:

Overdue Item	Fine
Books and Magazines (if magazines circulate)	25¢ per day per item with a maximum overdue fine per item of \$5.00
3 and 7-Day Circulation	25¢ per day with maximum of \$5.00 per item
Videocassette/DVD (3 day circulation)	\$2.00 per day per item with maximum of \$10.00 per item
Audiocassette/CD	25¢ per day per item with a maximum of \$5.00 per item
Discovery Packs/Learning Packs	\$2.00 per day per pack with maximum of \$10.00 per pack
Inter/Intra-Library Loan Books	25¢ per day

\*Overdue fines for materials borrowed from libraries outside MMRLS are determined by the owning library.

Overdue fines may be paid by the customer at any of the MMRLS branch libraries. These fines may be kept by the collecting library. Fines collected for the replacement of materials may be collected at any MMRLS libraries but must be forwarded to the library which owns the material.

Customers that leave overdue materials in the bookdrop are responsible for clearing their borrowing records and paying their fines as well as any other customer that comes into the library. The procedure for handling these fines will be just like the procedure for all other overdue fines.

Customers whom have their Profile Name set to “VIP” or “MMRLHOMEBD” are not charged a fine for MMRLS overdue materials, but are responsible for overdue fines on materials borrowed from libraries outside MMRLS where the Profile Name of “VIP” or “MMRLHOMEBD” is not recognized.

**Overdue Notice Library Mailer:**

The diagram shows the layout of an envelope for an overdue notice. It includes a 'FROM:' field with a box for 'Branch Library's Mailing address', a 'LIBRARY MAILER' logo, and a 'Notice' box. The main body of the envelope contains the text: 'First (second) overdue notice. The following item(s) is(are) overdue:' followed by '(Call #)'. Below this is a 'TO:' field with a box for 'Name and address of customer'.

**Overdue Notices:**

1. All MMRLS customers' overdue notices are generated by the MMRLS Ref/ILL Coordinator. The notices are generated daily Monday through Friday.
2. An overdue notice will be mailed out two (2) weeks after the DATE DUE.
3. The MMRLS Ref/ILL Coordinator generates a monthly Lost Book Report for each branch library. It is a listing of each branch library's customers who have materials which are over 60 days past due. Branch librarians have the option of phoning or sending a letter to these customers in an attempt to retrieve these overdue materials.

**Overdue Notice Letter:**

TO:

In the past a reminder of overdue book (s) was mailed to you. The book (s) was checked-out from \_\_\_\_\_ Library by ( ) you ( ) your children. **The book(s) has not been returned** and was due back on \_\_\_\_\_.

Material in this library is the property of the County of \_\_\_\_\_ and must be returned or paid for. Our records indicate that the following library book (s) has not been returned:

<u>AUTHOR</u>	<u>TITLE OF BOOK</u>	<u>COST OF BOOK</u>
---------------	----------------------	---------------------

So others may have the opportunity to use these library materials, we request their immediate return. There is an overdue charge of \$ .25 per day per book up to a maximum of \$ 5.00 per book.

Overdue fine payment can be paid at our circulation desk, or by mail.

We expect prompt attention to this matter.

Sincerely,

\_\_\_\_\_  
Librarian

## **BOOK SECURITY SYSTEM STAFF PROCEDURES**

### **CONFIDENTIALITY:**

All staff members are expected to keep the functioning of the 3M Tattletape Book Security System a secret!! They are not to divulge how the system works to customers, family, nor to the general public. To do so would severely compromise the effectiveness of the book security system.

Staff members who do divulge how the security system operates will be severely reprimanded, and it could be grounds for dismissal.

### **LIBRARY MATERIAL PREPARATION:**

When library materials are being prepared for book security system protection, staff members will do such preparation in a non-public place. This task will be the responsibility of all staff members and will be done under the direction of the Head Librarian in a manner and a place where the confidentiality of the security system can be protected.

### **RESPONSE TO CUSTOMER INQUIRIES:**

When a customer asks how the system works, respond that the library materials are specially treated. If they ask for more specific details, refer them to the Head Librarian or the System Executive Director. Emphasize to the customer that the book security system is to protect their interest in a quality library collection.

### **RESPONSE TO SECURITY SYSTEM ALARM:**

When the security system alarm sounds, staff members are to move immediately and swiftly around the circulation desk to the exit area with a friendly smile asking the customer to please return to the front desk. **Never accuse a customer of theft.** When asking the customer to return to the front desk, use words that are natural to you, but in essence, say that the library staff must have made a mistake and not checked out something. Assure the customer that you will correct the situation immediately.

If the customer maintains that he/she does not have library materials or is argumentative, even if you suspect or know that he/she is attempting theft, never accuse anyone of being a thief. Always be gracious and try to get the person to return to the front desk to speak with you in confidence or with your immediate supervisor. Avoid scenes, and **use common sense.**