SC LENDS Circulation Policy

Circulation Policy Purpose

This serves as uniform documentation of SC LENDS policies and procedures for all member library systems. Library systems are expected to follow the policies set by the SC LENDS Executive Board as approved in this document.

With recommendation from the SC LENDS Circulation Working Group, the SC LENDS Executive Board set consortium policies and procedures and the SC LENDS Circulation Working Group oversees quality assurance and training.

Updating the SC LENDS Circulation Policy

Any SC LENDS library can suggest changes to the SC LENDS Circulation Policy. Changes may be suggested to the Circulation Working Group listserv or to the group during a meeting. The SC LENDS Executive Board will discuss and make final approval before any changes or additions are made to the policy document.

Maintenance Requirements

SC LENDS Libraries are expected to:

- Keep their patron information and item statuses current.

- Run standardized reports and perform necessary steps to maintain consortium standards to manage holds and materials.

- Resolve problems as reported to them by the SC LENDS Circulation Working Group or the SC LENDS Executive Board.

- Pending approval by the SC LENDS Executive Board, SC LENDS will develop standard procedures for dealing with consortium materials.

- Directors may appoint any circulation staff member within their library system to the Circulation Working Group listserv. The local library system should designate a staff member who will ensure that all local staff members receive regular updates of SC LENDS circulation instructions/decisions.

- Information on SC LENDS libraries (addresses, phone numbers, and hours of operations, etc.) will be kept up to date for the public and made accessible via an agreed upon location. In addition, an SC LENDS contact list (staff member names, job title, phone number, email, etc.) will be kept up to date for internal use. This information will be saved in a location accessible to the SC LENDS Circulation Working Group, but may be shared with other library staff if needed. The location where this information is stored may change as decided upon by the SC LENDS Executive Board.

Consortium-Wide Circulation Policies and Procedures

Members of the SC LENDS Consortium may maintain their own policy and procedures for their individual library system as long as it does not interfere with the uniform policies and procedures created by the consortium.

SC LENDS Policies

- SC LENDS will have a Union Catalog.

- SC LENDS will have a combined patron database. All libraries will be able to update patron information from other libraries to make keeping up with patron information easier.

- SC LENDS will have annual membership dues.

- SC LENDS library cards should expire every two (2) years in order to better keep current and correct patron information.

- All libraries will be able to renew expired library cards for two (2) years regardless of where the patrons home library is located within SC LENDS.   It is the responsibility of the staff member renewing the expired library card to ensure the patron's account is in good standing with fines/fees underneath the $10.00 limit, verifying that the patron currently lives at the given address, and that the address is within their Home Library's county. All non-resident cardholders must renew their non-resident card at the library where the card was issued and pay any associated non-resident fee.

- SC LENDS member libraries will contribute the expertise of their staff in I.T., cataloging, training, etc.

- SC LENDS libraries will keep all their own circulation fines and fee policies.

- SC LENDS libraries will keep their own library cards, but the barcodes will be recognized in all consortium libraries.

Consortium borrowing terminology:

System Hold: A request a patron places for an item at a branch of his or her Home Library.

Intra-Consortium Hold (ICL): A request a patron places for an item from another library within the SC LENDS consortium.

Interlibrary Loan (ILL): A request a patron places for an item held at a library outside the SC LENDS consortium.

Consortium borrowing:

- SC LENDS libraries will share all materials older than six-months except for non-circulating items. Examples: Bookmobile or Special Collections.

- The maximum number of holds patrons can have outstanding from consortium libraries is ten (10).

- The maximum number of checkouts a patron can have outstanding is thirty (30), unless an override code is used in specific situations.

- Library staff may monitor ICLs by running reports and redirecting those holds that could be filled by the Home Library.

- SC LENDS patrons may walk into any SC LENDS library and checkout materials. They are able to return items to any SC LENDS library.

- Existing reciprocal borrowing agreements with libraries outside of SC LENDS will still be in force. Patrons of those libraries will not be able to place a hold on items from an SC LENDS library. However, a non-resident patron of any SC LENDS library who pays their library's non-resident fee is eligible to borrow with the SC LENDS system. SC LENDS libraries that do not charge non-residents for cards may choose to give their non-resident patrons the option of paying for SC LENDS privileges.

- Consortium libraries will not charge transportation costs back and forth to each other.

- The checkout library's fine schedule will apply to any item checked out through that library, excluding fine free libraries. Fines collected will not be transferred between libraries.

- ILLs (holds for items from libraries outside the consortium) will be initiated for patrons only at their home libraries if the item is not available from SC LENDS.

- Patrons who move from one SC LENDS county to another SC LENDS county will need to get a new card from their county of residence. Library staff will update the existing patron's account with new residence information and barcode.
  If the patron is already banned or blocked by one SC LENDS library system, they will be denied a new library card until they have settled their accounts.

- SC LENDS libraries may collect late fees or lost/damaged/missing parts fees for materials owned (purchased) by another SC LENDS County. There is no limit to how much may be collected and funds will not be transferred between libraries.

- Renewals are blocked on items needed for holds.

- Holds may stay on the holds shelf for no more than seven (7) days after the item is received and checked in at the borrowing library.

- SC LENDS will block borrowing privileges for any library card holder with $10.00 or

more in fines/fees, with the exception of fine free libraries.

- Overdue or processing fees are restored on lost items when returned. That means that when a lost item is checked in overdue fines are charged (up to the maximum fines amount).

- Item billings are void when lost items are returned in good condition. If the patron has already paid the bill a credit will be applied manually at the library systems discretion.

- Lost item maximum interval is set to 365 days, with individual libraries having the option to override the lost fines after that period.

- Patrons may only have a total of five (5) claims returned items on their accounts at one time. These will count towards their total amount of allowed items to be checked out.

SCLENDS Procedures

Membership

- SCLENDS recognizes valid memberships of all consortium libraries.

- Each county may establish their own criteria for membership. If a patron has valid membership in multiple counties they have full privileges of each county. The accounts are considered separate and distinct.

- Patron groups are tied to the organization they are a member of. If the patron moves to, becomes a member of, or visits another library system their privileges may not be the same.

- If patrons have reciprocal borrowing privileges, they may only borrow from the library system that they have reciprocal borrowing privileges from and may not borrow from other SC LENDS member libraries.

- Staff members should only be using the patron profile types set by their individual library system.

- If registering a staff account it should begin with the three capital letters of your library's org unit followed by a dash, i.e. FLO-

- As a courtesy, staff members should include the date, initials, library system and branch abbreviations when they create an alert or note on a patron's account.

- When registering new patrons for a library card, library systems need to stay within their barcode range.

- Each consortium may determine their own systems required form of identification to register new patrons.

Circulation

- Circulation duration, maximum fees and daily fines are determined per individual library system.

- Age protected items (sixth-months) will checkout at the owning library regardless of the patron's home library. This means SC LENDS members may checkout age protected items if physically present at the owning SC LENDS library.

- SC LENDS system-wide notifications are by email or text.

- When SC LENDS policy discusses notifications it only pertains to emailed or texted notifications. Physically mailed and phone notifications are the responsibility of the individual library systems.

- Local checkout policies apply where the item checkout happens. The patron assumes responsibility for any fines and fees accumulated. As a courtesy when handling damaged or missing materials please inquire from the owning library how they want to handle the item, especially when it is a part of a set.

- Patrons in good standing with their home library may borrow materials older than six-months from any SC LENDS library with the exception of reference, non-holdable materials, and materials approved by the Executive Board for exemption.

- A member of an SC LENDS library who registers as a non-resident in the county may borrow from other SC LENDS libraries only if they pay the out of county fee established by their local library system.

Holds

- Each library system is responsible for running their holds pull list daily.

- All members of SC LENDS are limited to 10 holds per account.

- Holds may only stay on the shelf for 7 days. Each library system is responsible for maintaining their holds shelf.

- Libraries have a sixth-month age protection on all material cataloged as NEW.

- No non-SC LENDS members may place holds on SC LENDS materials. For example, Richland county patrons with reciprocal borrowing privileges in Kershaw county may not place holds on SC LENDS materials outside of Kershaw County Library System.

- SC LENDS members must share and allow consortia holds in all materials except reference, non-holdable materials, and materials approved by the Executive Board for restriction. Examples, kits, teacher resources, electronic games, and storytelling collections.

- Library systems may institute hold limits on types of materials to conform with their circulation policies. Example, only allow three (3) video games per library card holder.

- The Executive Board has decided that the holds expiration interval will be set for 365 days. Individual library systems may, at their discretion, allow their staff members to manually extend the expiration date when requested.

- A patron will be notified by email or text two weeks prior to their hold expiration.

- Item renewal is blocked for items needed to fulfill a hold.

- Library staff are able to override an existing hold and checkout material to any patron who physically walks into the library, pulls the material with hold off the shelf and wishes to checkout at the circulation desk. Patrons are given priority in these instances.

- A standard message of "Hold not allowed" is set to inform patrons/staff of items that cannot be placed on hold.

Lost/Damaged Items

- Items that are overdue go to assumed lost after 60 days from last due date.

- Fines and processing fees are determined by each library system.

- If a refund or credit is applied, it is only to the cost of the item, not the processing or overdue fee.

- Refunding the cost of returned items after 365 days is determined by local policy.

- As a courtesy when handling lost/damaged items owned by other SC LENDS library systems, communicate with the Circulation Head from the owning library system.

Billing

- SC LENDS consortium members may forgive a bill when the library is removing the charge despite the patron being at fault.

- Voiding and forgiving patron fines are at the discretion of individual library systems for their own patrons.

- The use of billing type is determined by local library system policy.

- Bills are not owned by a library system and fines and fees may be paid at any library location within the SC LENDS consortium. Example: Florence patron may pay for a fine in Kershaw.

ICLs

- Use of bins and/or bags to transport materials is expected.

- Address of destination for delivery must be placed on the outside TOP of the bin.

- Labels for ownership of bins may be placed on the outside SIDE of the bin.

- Systems are responsible for updating the Executive Board when changes occur in delivery stops.

- Transit slips with system and branch code easily readable at top is required for each item.

- The use of SC LENDS received this way tag is recommended for any items received with slight damage that has not been noted, to avoid patron being charged for items with previous damages.