



## **Circulation & Borrowing Policy**

The Geneva Public Library (“GPL” or “the Library”) is a member of the OWWL Library System (OWWL), a New York State-chartered cooperative public library system serving the forty-two public libraries in Ontario, Wayne, Wyoming and Livingston counties. The Library applies the same privileges, responsibilities, and fees to all OWWL cardholders, no matter which library initially issued their library card.

The Library maintains this policy and applicable procedures to ensure that all patrons receive consistent and equitable services from Library employees and that every patron has clear expectations of their rights as an OWWL card holder.

### **1. Registration**

A person can register for a library card at the library or online. Those registering for a library card online will have limited privileges until they come to the library in person and present proof of address, at which time full borrowing privileges will be enabled. Exceptions may be made for those physically unable to come to the Library.

Applicants must present photo identification [See *Appendix A*], and complete the Library’s registration form. By signing the registration form and the back of the library card, applicants certify that the information they provide is true and correct to the best of their knowledge and that they agree to obey all policies of the Library.

Cardholders are responsible for the safekeeping and use of their card, including all items and fees charged to their account, unless the card has been reported lost or stolen. Lost cards should be reported to the Library immediately to avoid unauthorized use. All lost cards will be marked inactive until replaced. [See *Appendix C*]

The Library will not provide, orally or in writing, a patron’s library card number in lieu of replacing a lost card. Cards damaged by regular wear and tear may be replaced upon request.

Cardholders are only allowed one OWWL card in their name. Upon application for a

library card, the Library will verify that the applicant does not already have a card within the OWWL system. If the Library finds that an applicant has a pre-existing OWWL account, the applicant must update the information on the account and take care of any outstanding fees over \$5.

If any patron is found to have multiple OWWL accounts, those accounts, along with all fees, items, and holds associated with them, will be merged into the most recent record. The Library will document any evidence used to verify the multiple accounts and place a note in the patron's merged record identifying the evidence. The Executive Director ("the Director") will be the sole arbitrator in instances where a patron wishes to challenge the finding.

The Library reserves the right to withdraw borrowing privileges from any patron for providing the Library with false registration information.

### **1.1 Youth Registration (ages 0 – 17)**

A parent or guardian may obtain a library card for their child by providing a valid form of identification [See *Appendix A*], signing the registration form, and printing the child's name on the back of the library card. Upon signing, the parent/guardian assumes responsibility for all materials and any fees incurred through the use of the child's card. The child must be present at the time of registration.

Youths ages 11-17 unaccompanied by a parent/guardian may obtain a library card by presenting appropriate identification.

The Executive Director and Youth Services Librarian retain the right to modify the registration process for youths in situations where the above policy does not apply.

### **1.2 Online Library Card Registration**

The OWWL Library System's online library card registration system enables all full and part-time residents of Ontario, Wayne, Wyoming, and Livingston Counties, as well as any person who attends school or pays property taxes in these counties, to obtain a library card via a Self-Registration Form located on [the OWWL website](#).

Library cards obtained through online registration give cardholders six months of access to all OWWL digital resources and the ability to place holds on physical library materials. The Geneva Public Library requires that registrants provide further proof of identity in-person before they are able to borrow physical library materials or after six months have passed since the online registration process, whichever occurs first.

Exceptions may be made for those physically unable to come to the Library.

## **2. Borrowing Privileges & Responsibilities**

Any cardholder, regardless of age, may borrow any circulating item in the Library's collection.

Patrons are required to present their OWWL library card or photo ID when borrowing materials.

All cardholders reserve the right to have a receipt, printed by request, which lists the due dates for their items. Item due dates may also be accessed via the patron's email, online OWWL account, or by calling the Library.

Borrowing privileges may be limited or rescinded if the cardholder has overdue items, unpaid fines or fees, or has violated any of the Library's policies.

Loan periods and number of renewals are determined according to demand for the material, appropriateness of use, and value of the material. [See *Appendix B*]

### **2.1 Returning Items**

Unless noted, all items owned by any OWWL library may be returned to GPL.

Items owned by a library outside of OWWL that were not obtained through interlibrary loan should not be returned to GPL. Patrons that return out-of-system items to the Library may be subject to the costs the owning library undertakes to retrieve the items.

The Library maintains an outdoor book drop for our patrons' convenience. Items returned via the book drop when the Library is closed will be backdated to the last day the Library was open. Returns made while the Library is open are treated as being returned during that day. This book drop is not usually checked when the Library is closed.

### **2.2 Renewals**

An item may be renewed unless a hold has been placed on the item or the item's allotted number of renewals has been exhausted. The Library's circulation software automatically renews borrowed items on their due date unless the restrictions noted above are present. Library accounts with valid email addresses will receive notifications regarding automatic renewals.

Renewals are granted for the length of the item's loan period based on the calendar date on which the item is renewed [See *Appendix B*]. Patrons are prohibited from returning an item and then immediately checking it out again, but may request to have their loan period extended for special circumstances at the discretion of Library employees.

### **2.3 Overdue Notices**

All OWWL libraries are required to provide patrons with two formal overdue notices indicating that they have not returned an item: the first at 14 days overdue and the second at 28 days overdue. GPL reserves the right to send out additional notices and to vary the format for dispensing the notices with the exception of the bill notice, which will be mailed.

Items will be automatically marked lost at 35 days overdue.

### **2.4 Holds**

Patrons of GPL have access to the collections of the other 41 libraries in the OWWL Library System. Patrons may request in person, by telephone, or online, that materials from other OWWL libraries be delivered to their library of choice by placing a "Hold."

In person, a patron must present their library card or photo ID to place a hold. Online, one may place a hold with their library account username and PIN number. By phone, a patron must provide their card number, or their name and an additional identifier matching the information on their account (i.e. address, phone number, email, date of birth).

Items will be held for no more than one week after the patron has been notified of the availability of the item. After one week, if the patron fails to contact the Library to make other arrangements, the hold will be canceled and the item returned to circulation.

Although their holds will be fulfilled, patrons with an account with fines greater than \$5.00 will be unable to borrow the items. The Library reserves the right to cancel holds that are unable to be fulfilled.

### **2.5 Interlibrary Loan**

Any registered cardholder in good standing (not exceeding the maximum number of overdue items or the maximum fine threshold of \$5.00) may request materials not available in the OWWL catalog, or at the HWS or FLCC Libraries, through the interlibrary loan (ILL) system. Patrons must direct ILL requests to GPL's Reference and Technology Librarian.

### **3. Patron Accounts**

#### **3.1 Library Card Expiration and Account Updating**

Library cards expire every two years and must be updated, and renewed, so that the Library can maintain accurate patron contact information. To renew the card in person, a patron must present their library card or photo ID; to renew over the phone, a patron must relay their library card number, or their name and an additional identifier matching the information on their account (i.e. address, phone number, email, date of birth).

Patrons who have lost their library card must replace their card before it can be renewed. Library employees may extend the expiration date of a library card for no more than one day without renewing it.

When updating a library card, a patron will be asked to provide their current address and phone number, and current email address if one is on file. If the information provided differs from what is currently in the account, the patron's record will be updated.

Patrons may login to their online account to update the phone number, email address, and other account preferences associated with their library card, but may only update their mailing address via phone or in person.

Patrons who have legally changed their names must fill out a new registration form and provide proof of name change (updated photo ID, legal papers, marriage certificate, etc.).

The Library reserves the right to request that a patron complete a new registration form.

#### **3.2 Authorized Users**

Patrons are allowed to grant other people, or authorized users, access to portions of their account information. Permissions include the ability to check out items on the account; place and pick up holds on the account; and view borrowing history. The Library also considers access to and payment of a patron's fees as authorized permissions. Authorized users can be added or removed at any time.

#### **3.3 Online Account**

All patrons have access to an online account. To sign in, the patron must have their library card number or username, and PIN. Patrons can use their account to view the current status of their items, place holds, renew items, change their contact information, and set preferences for their account and circulation history.

The OWWL2Go digital collection, with the Libby App, requires this same account information to log in.

### **3.4 Resetting PINs**

A PIN is required to access the OWWL online account and the digital collection. Patrons with an email address on file may reset the PIN themselves through the online account login page. Patrons may also contact the Library to reset their PINs by providing their library card number, or their name with one additional identifier matching the information on their account (i.e. address, phone number, email, date of birth).

### **3.5 Confidentiality of Patron Accounts**

The Library complies with [New York State law](#) regarding the confidentiality of patron records. View the library's Requests for Confidential Library Records Policy for more information.

### **3.6 Patron Account Retention**

Patron accounts are deleted for inactivity in accordance with [OWWL Library System policy](#).

In order to maintain patron privacy, the Library shreds paper registration forms once employees have confirmed the patron's information.

## **4. Fines**

The Geneva Public Library is a Fine Free library, in that all items borrowed from the Library are exempt from late fees. This includes items that are sent to GPL from other libraries. The following exclusions apply:

- Items initially borrowed at GPL but renewed at libraries without fine free programs.
- Items sent to GPL from other libraries that have fine restrictions that supersede GPL's fine free settings (such exclusions are rare).

All patrons are responsible for any fines related to damaged or lost materials. The current rates for fines and other charges are listed in *Appendix C*.

The Library's fine free rules may be revoked at the discretion of the Board of Trustees ("the Board") or as required based on overarching guidelines from the OWWL Library System.

Patrons reserve the right to receive a copy of a receipt for all payments or reductions in fines, excluding voided fines. Patrons are responsible for requesting a copy of a receipt at the time of the transaction.

Payments received for lost items or damaged materials are transferred to the owning Library. All other fees or fine payments made at GPL are retained by GPL.

#### **4.1 Contesting Fines**

Patrons wishing to contest fees on their library account must do so in person at the Library. Ultimate discretion for the voiding of fines falls to the Executive Director. Patrons contesting fees on the grounds of hospitalization, theft, or any other event outside of the control of the patron or the Library may be asked to provide documentation of the event, including, but not limited to, a copy of a police report, hospital bill, or doctor's note.

Fees for damaged or lost items owned by another library must be contested at the owning library. GPL can provide patrons with the contact information of the owning library.

#### **4.2 Replacement Copies**

In the case of loss or irreparable damage to GPL materials, the cardholder will automatically be charged the original price of the item.

At the patron's request, the employee who purchases such items may work with the patron to see if the lost or damaged item, with the same format and international standard number, is available for purchase from a library vendor. If the item is available for less than the original price of the item, the Library will amend the fee to the lowest cost. No refunds for previous payments will be granted nor can the Library guarantee a timeframe within which the review may be conducted.

The Library will not accept replacement copies of items that were not purchased or otherwise acquired by Library employees.

Patrons who lose or damage items not owned by GPL must contact the owning library to discuss any replacement or payment that is different from the automatically charged fee.

### **4.3 Claimed Returns**

In such instances where a patron notices an item still on their record that they believe was returned, they should contact a Library employee. GPL or the owning library will look for the item on their shelves. If the item is located, all fines on the patron's record associated with that particular item and loan period will be voided.

If the item is not located within the library system, discretion for whether the fine should be voided or upheld falls to the owning library. In the case that GPL owns the item, discretion falls to the Library employee who manages the item's location or to the Executive Director. Instances in which a claimed returned item cannot be located and no fine was assessed will be noted on the patron's record.

### **4.4 Refunds**

The Library does not issue refunds for lost or damaged items that have been paid for by patrons. Once paid for, these items are considered the property of the patron.

**Adopted by the Board of Trustees:** March 30, 2006

**Amended by the Board of Trustees:** 3/28/2012, 6/27/2012, 11/28/2012, 9/25/2013, 6/29/2016, 5/31/2017, 1/31/2018, 5/30/2018, 9/26/2018, 1/30/2019, 6/26/2019, 10/30/2019, 1/29/2020, 12/23/2020, 1/27/2021, 2/24/2021, 12/22/2021, 12/21/2022, 3/29/2023, 9/25/2023

**Reviewed by the Policy Review Committee:** 9/11/2023



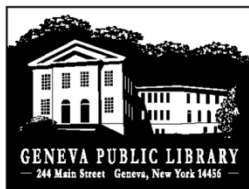


## **Appendix A Identification**

### **Valid Forms of ID**

Persons (age 11 and older) applying for a library card are required to present one form of valid photo identification. The following items will be accepted by Library employees as valid forms of identification. This list is not limited; a photo ID is defined as an item containing a photo of the applicant, with first and last name of applicant.

- Valid Driver's License
- State Identification Card
- Student Identification Card
- Child Safety Card
- Military Identification Card
- Social Service Card
- Passport



## Appendix B Loan Periods & Checkout Limits

### Loan Periods and Renewals

Material Type	Loan Period	Number of Renewals*
New Adult Books	2 weeks	2
Books	3 weeks	2
Audiobooks	3 weeks	2
Videos	1 week	2
Videos (series)	3 weeks	2
Video Games	2 weeks	1
Music	3 weeks	2
Magazines	3 weeks	2
Activity Kits	2 weeks	2
Hotspots/Hotspot Kits	1 week	1
Empire Pass	1 week	0

### Checkout Limits (per account)

Total Items	99	Activity Kits	2
Music	10	Hotspots/Hotspot Kits	1
Videos	7	Empire Pass	1
Video Games	1		



## Appendix C Fee Schedule

Fee	Fine/Cost
Lost Item Fee	Original purchase price of item
Excessive Damage Fee	Original purchase price of item
Lost Card Replacement Fee*	\$1.00 combo / \$.50 single card

\* The lost card replacement fee will only be applied if there is an excessively high frequency of replacement cards requested by a patron.