

## Circulation Policy

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

The Library maintains a Circulation Policy and applicable procedures to ensure that all patrons are provided with consistent and equitable services from Library staff members and that every patron has clear expectations of their rights as an OWWL cardholder.

### 1. Registration

Registering for a library card must be done in person. Exceptions can be made for people who are disabled and unable to come to the Library or for those registering for online library cards through the Pioneer Library System’s Self-Registration Form.

Applicants must supply photo identification [See Identification Appendix], and complete and sign the Library’s registration form. By signing the registration card, applicants certify that the information they provided is true and correct to the best of their knowledge and that they agree to obey all policies of the Geneva Public Library.

Cardholders are responsible for the safekeeping and use of their card, including all items and fines charged to their account, unless the card has been reported lost or stolen. Lost cards should be reported to the Library immediately to avoid unnecessary charges, and may be replaced for a fee. All lost cards will be marked inactive until replaced. [See Fee Schedule Appendix]

The Library will not provide, verbally 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 by the Library at no cost to the patron.

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 PLS system. If the Library finds that an applicant has a pre-existing OWWL account, the applicant must update the information on the account, take care of any outstanding fines over \$5, and pay a card replacement fee before a new card will be issued.

If any patron is found to have multiple OWWL accounts, those accounts, along with all fines, items, and holds associated with them, will be merged to 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 Library 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 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 Identification Appendix] and signing the registration card. Upon signing, the parent/guardian assumes responsibility for all materials and any fines 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 Library 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 Pioneer 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 <https://owwl.org>.

Library cards obtained through online registration will give card holders access to all OWWL digital resources and allow individuals 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.

## **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, that 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 the Library's rules of conduct.

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

### **2.1 Returning Items**

Unless noted, all items owned by a PLS library may be returned to GPL.

Items owned by a library outside of PLS 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 bookdrop for our patrons' convenience. Items returned via the bookdrop 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. The bookdrop is not checked on Sundays or on holidays.

## **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 is configured to automatically renew borrowed items 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 Loan Period Appendix]. 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 staff.

## **2.3 Overdue Notices**

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

## **2.4 Holds**

Patrons of GPL have access to the collections of the other 41 libraries in the Pioneer Library System. Patrons may request in person, by telephone, or online, that materials from other PLS libraries be delivered to their library of choice. Patrons must have their library card or photo ID if placing the hold in person, or their card number and PIN if placing the hold online. If placing the hold by telephone, patrons must provide their card number; if the patron does not have the card number available they must provide their name and one 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. If the patron fails to contact the Library to make other arrangements or to cancel the hold, a fine of up to \$1.00 may be added to the patron's card for each item returned to another PLS library.

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 older than six months and have not been 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 will be charged \$5.00 for an ILL request, regardless of whether or not the Library is able to obtain the item.

# **3. Patron Accounts**

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

So that the Library can maintain accurate contact information of our patrons, OWWL library cards are set to expire two years from the date of initial registration or the date of a card renewal. To renew the card in person, a patron must present their library card; to renew over the phone, a patron must relay their library card number.

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

When renewing a library card, a patron will be asked to provide their current address, phone number, and email address. 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 certain 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 card 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 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 fines as authorized permissions. Authorized users can be added or removed at any time.

### **3.3 Online Account**

All OWWL system cardholders have access to an online account. To sign in, users must have their library card number or username, and PIN. Patrons can use their account to view checkouts and holds, place holds, renew items, change their contact information, and set preferences for their account and circulation history.

### **3.4 Resetting PINs**

A PIN is needed to access the OWWL online account as well as the OWWL2Go digital collection. Patrons with an email address on file may reset the PIN themselves through the online account login page. Patrons may reset their PINs via the phone 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. The law states: "Records related to the circulation of library materials which contain names or other personally identifying details... shall be confidential and shall not be disclosed except that such records may be disclosed to the extent necessary for the proper operation of such library and shall be disclosed upon request or consent of the user or pursuant to subpoena, court order or where otherwise required by statute."

Library staff members will not discuss a patron's record of loans, holds, renewals, or fines with anyone other than the patron, their authorized users, or with other library staff members, except to the extent necessary for efficient and effective service to the public.

#### **3.5.1 Confidentiality of Youth Patron Accounts**

Library staff members will not discuss a youth patron's record of loans, holds, or renewals unless it pertains to the payment of fines.

### **3.6 Patron Account Retention**

In accordance with the Library's [Records Removal and Retention Policy](#), OWWL library cards are marked inactive after a period of three years from the current expiration date of the card. All information associated with an account, including checkouts, holds, and fines will be retained for six years after the card has been marked inactive. If an account has not been renewed after those six years of being marked inactive, the record and all associated information will be expunged completely from our system.

## **4. Fines**

The current rates for fines and other charges are listed on the fee schedule [see Fee Schedule Appendix].

Most items borrowed from the Library by all patrons are exempt from overdue fees. This includes items sent to Geneva from other libraries. The following exclusions apply:

- Specific collections such as hotspots and hotspot kits, Empire Passes [see Fee Schedule Appendix].
- Items borrowed at Geneva but subsequently renewed at libraries without fine free programs.
- Items sent to Geneva from other libraries that have fine restrictions that supersede Geneva's fine free settings (such superseding restrictions are rare).

All patrons are responsible for any fines related to damaged or lost materials.

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

Cardholders reserve the right to receive a copy of a receipt for all payments or reductions in fines, excluding voided fines. Cardholders 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 fines on their library accounts must do so in person at the Library. Ultimate discretion for the voiding of fines falls to the Library Director. Patrons contesting fines on the grounds of hospitalization, theft, or any other event outside of the control of the patron or the Library will 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 that verifies the date of absence.

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

### **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 staff member who manages the item's location may work with the patron to see if the item, with the same format and international standard number, is available via an existing Library purchase account on either Amazon.com or Baker and Taylor. 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 can be conducted.

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

Patrons who lose or damage items originally owned by a PLS library besides 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 cardholder notices an item still on their record that they believe was returned, they should contact a Library staff member. The Geneva Library or 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 staff member that manages the item's location or to the Library 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**

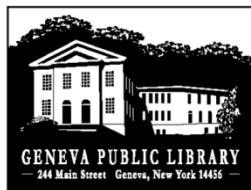
The Library does not issue refunds for lost or damaged items that have been paid for by patrons. Once paid for, these items are considered the property of the patron.

### **5. Policy Amendments**

This policy may be amended by the Board of Trustees at any time. The Library reserves the right to suspend or modify the limits noted in this policy in advance of a vote by the Board of Trustees to account for responses to emergencies or system-wide policy or technical changes outside of our control. Such modifications will be communicated to patrons via our website.

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, 6/30/2021



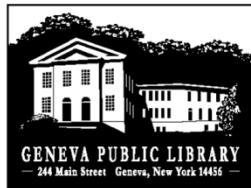
## **Identification Appendix**

*You must have one photo ID to register for a card.*

### **Valid Forms of ID**

Persons (age 11 and older) applying for a library card are required to present valid photo identification. The following items will be accepted by Library staff 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



## Loan Periods Appendix

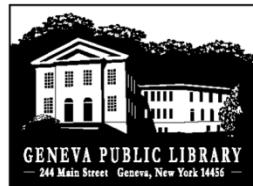
### Loan Periods and Renewals

Material Type	Loan Period	Number of Renewals*
Adult New Books	2 weeks	2
Books	3 weeks	2
Audiobooks	3 weeks	2
DVDs/Blu-Rays	1 week	2
DVDs/Blu-Rays (series)	3 weeks	2
Video Games	2 weeks	1
Music CDs	3 weeks	2
Magazines	3 weeks	2
Activity Kits	2 weeks	2
Hotspot Kits/Hotspots	4 weeks	0
Empire Pass	1 week	0

\*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. Renewals are granted for the length of the item's loan period based on the calendar date on which the item is renewed.

### Checkout Limits (per account)

Total Items	99
Music CDs	10
DVDs/Blu-Rays (New Releases)	7 (2)
Video Games	1
Activity Kits	2
Hotspot Kits/Hotspots	1
Empire Pass	1



## Fee Schedule Appendix

Item	Overdue Fine	Maximum Fine per Item
Hotspot Kit/Hotspots	\$1.00 per day	\$36.00
Empire Pass	\$1.00 per day	\$5.00

Processing Fee**	\$3.00 per item
Lost Item Fee	Original price of item (may be rounded to nearest dollar amount)
Lost Card Replacement Fee***	\$1.00 combo/Super Reader cards \$.50 single card

\*\*The processing fee is applied to the lost item fee for items that have not been returned. It may also be applied when items are returned damaged or with missing parts, or returned in a manner that presents an undue burden on a Library staff member's time.

\*\*\*The lost card replacement fee may be applied based on the frequency that replacement cards are requested by a patron.