

Placentia Library District

POLICY MANUAL

POLICY TITLE: Circulation

POLICY NUMBER: 6030

6030.1 Items borrowed from the Library are due as reflected when items are check out per loan periods below:

6030.1.1 Loan Periods for Library Materials are as follows:

Item Type	Loan Period
<ul style="list-style-type: none">• Books• Audio Books• Magazines• E-books/downloadable audio books	3 Weeks
<ul style="list-style-type: none">• Library of Things (LOTs)	2 Weeks
<ul style="list-style-type: none">• DVDs• Video Games	1 Week

6030.1.2 Item Loan Limits per Library Card are as follows:

- 25 total items at one time
- 5 DVD new releases, new video games
- 1 Library of Things item (Adult Library Cards only)
- eBooks and downloadable audiobooks download limits are set by the vendor (i.e., Overdrive, Hoopla)

6030.2 Items are considered *returned* on the date they are checked in by the staff.

6030.2.1 All items for the current day are checked in before the staff ends each work day.

6030.2.2 Items returned in a bookdrop after the Library closes will be checked in the next day the Library is open.

6030.3 Notification Process:

- 6030.3.1** Reminder notices are either emailed or texted to cardholders 7 days after an item's due date.
- 6030.3.2** Invoices for the full cost of the item plus the processing fee are mailed 30 days after an item's due date.
- 6030.3.3** If the emailed invoice or fee notices are returned or undeliverable, any invoices or fees over \$40.00 will be sent to collections.
 - 6030.3.3.1** If the cardholder cannot be notified by telephone the account will be reported immediately to the collection agency with a \$25.00 surcharge added to the account's balance.
 - 6030.3.3.2** Borrowers who return lost items remain responsible for the accumulated fees and service charges. Borrowers returning any lost items within 30 days from the original due date will be refunded the lost and processing fees. Additionally, after 30 days, if the item is no longer in the system, the patron is responsible for the cost of the item.
 - 6030.3.3.3** Accounts for cardholders having more than \$40.00 in accumulated fees and who have not responded to the fee notices from the Library, will be reported to the collection agency with a \$25.00 surcharge added to the account's balance.
- 6030.4** Parent/guardians are responsible for items checked out on a card issued to minor children. Library cards are not issued to minors without a parent or guardian present, with the exception of school visits, the identification information and signature of the parent/guardian assuming financial responsibility for that card.
- 6030.5** Returned Checks
 - 6030.5.1** Returned Check charges are made as prescribed by Section 1719 of the California Civil Code. Checks returned from the bank for any reason will be assessed a \$25.00 surcharge.
 - 6030.5.2** On the 30th day from the date of the written notice to the issuer, the surcharge increases to 3 times the face value of the check or \$100.00, whichever is greater, and the account is immediately reported to the Collection Agency.
- 6030.6** The Supervising Librarian, Assistant Library Director, or Support Services Supervisor may clear accounts of any type that have been reported to the collection agency.
- 6030.7** California Education Code, Section 19911 in part states: Offenses Against Libraries

288002. RETENTION OF PROPERTY. Any person who willfully detains any book, newspaper, magazine, pamphlet, manuscript, or other property belonging to any public or incorporated library, reading room, museum, or other educational institution, for 30 days after notice in writing to return the article or property, given after expiration of the time for which by the rules of the institution the article or property may be kept is guilty of a misdemeanor.

6030.7.1 The parent or guardian of a minor who willfully and maliciously commits any act within the scope of this section will be liable for damages so caused by the minor.

6030.8 Renewals and inquiries (online access available 24/7)

6030.8.1 To minimize fees and/or lost item charges the Library recommends calling the Support Services Department at 714-528-1906 during the hours when the Library is open for public service to:

6030.8.1.1 Verify the due date of an item.

6030.8.1.2 Renew or request an extension of a loan period. Items can be renewed twice for three week periods.

6030.8.1.3 Report if an item is lost.

6030.8.1.4 To update account information, staff will use the patron's driver's license or government issued identification for verification.

6030.8.2 All calls regarding overdue or lost items should be directed to the Support Services Department at 714-528-1906.

6030.9 Unpaid fees in excess of \$10.00 will result in the suspension of borrowing privileges until the account is cleared. Electronic access is exempt.

6030.10 Placentia Library District will issue a virtual or physical library card to California residents with a valid driver's license or a government issued photo identification and an accompanying proof of a current California address issued within the last six (6) months.

6030.11 Once an item is reported lost the staff will search for the item within a week. If the item is not found the person responsible for the library card will receive an invoice for the replacement cost plus the processing fee plus any fees due for the item. Items 30 days past the due date will be charged a lost fee.