

CIRCULATION POLICIES

ISSUING OF LIBRARY CARDS POLICY

PERMANENT LIBRARY CARDS

Library cards will be issued free of charge to any person whose legal residence lies within the boundaries of the Henika District Library or libraries within the Lakeland Library Cooperative that have an agreement with Henika to issue their library cards, such as Leighton Township Library, Dorr Township Library, and Hopkins District Library, and who meets the following requirements:

- Adults must show a valid Michigan driver's license or Michigan State ID with the applicant's current address.*
- Parents or legal guardians of minor children must present a valid Michigan driver's license or Michigan State ID with the applicant's current address. They will be required to be a cosigner on the minor child's card. *

*In the absence of a valid MI driver's license or State ID, the applicant must produce at least one form of picture ID and one legal document verifying his/her current address, i.e., printed bank checks, current utility bill, lease agreement, etc. No exceptions will be made.

NON-RESIDENT LIBRARY CARDS

Persons residing outside of the Lakeland Library Cooperative boundaries may obtain borrowing privileges by paying an annual \$40 non-resident fee. This fee may be paid quarterly.

Registration requirements are the same as for permanent cards unless the borrower is an out-of-state, seasonal resident. In that case, the person must provide a valid driver's license or state ID from his or her home state, as well as a phone number and local address. Non-residents who own property within the Henika District Library legal area will be issued free library cards upon presentation of a current paid tax receipt.

*Adopted: 12/20/95
Revised: 8/12/98
Revised: 10/20/99
Revised: 3/28/01
Revised: 3/12/09
Revised: 5/13/10
Revised: 4/16/15
Revised: 1/10/19*

INSTITUTIONAL LIBRARY CARDS

Educational and non-profit organizations within the Henika District Library service area may apply for an institutional Library card. An Institutional Card allows the cardholder to borrow library materials from Henika and other libraries in the LLC. Proper identification and a completed application form are required to issue an Institutional Card. There will be no overdue fines on the items, but the institution will be responsible for any lost or damaged items. Privileges may be revoked if the institutional card is abused in any manner. Abuses may include, but are not limited to, personal use of the institutional card or failure to pay for a lost or damaged item.

Examples of organizations that could apply for an Institutional card include, but are not limited to, the following:

- A classroom teacher from an area school. Having a “class card” would make checking out books much easier than coordinating each child having and remembering to bring to school individual library cards. Institutions may obtain a library card by completing an institutional application and providing the names of individuals authorized to use the card. A card may be issued to individual classes, but the application must be signed by the principal or director. The card will be updated annually and the names of the authorized users verified. The card may not be used by staff for personal use.
- Daycare centers within the library’s service area.
- Residents in an adult foster care facility want the privilege of using the library, but don’t have legal guardians to co-sign for individual library cards. Foster care professionals want the library experience to be part of these adults’ lives, and would like to have an institutional card on which to check out materials for the adult residents.

The Institutional Library Card contract will become effective upon completion of all required information and signatures on the registration form, and will remain in effect for two calendar years. The contract must be signed by all applicable parties. For the protection of the contracting institution the institutional card must be presented at time of checkout. No exceptions will be made. Lost or stolen cards must be reported to the Henika District Library as soon as possible, and may be replaced by the one of the two representatives upon appearance in person, and presentation of picture ID.

*Adopted: 2/16/00
Revised: 12/13/12
Revised: 1/10/19*

OVERDUE FINES AND BILLS

Henika District Library does not charge overdue fines on its materials.

Henika District Library patrons who borrow materials from other libraries will be subject to that library's overdue fines and bills policies.

All patrons of the Henika District Library are subject to payment of bills for lost or damaged materials. An item becomes ‘billed’ to the patron after remaining overdue for 35 days. The item becomes ‘lost’ after 90 days of being overdue. Bills for lost, damaged or unreturned materials will be set at the cost of said material as entered in the bibliographic record. Patrons may pay the library's replacement fee or purchase a new copy of the lost or damaged material from a third party in order to get rid of the associated fees. Accounts may be paid with cash, check, money order, or online with credit or debit card. If an item is found and returned after being billed, no fines will remain on the patron’s account.

The donation of unrelated materials to the library will carry no weight toward settling a patron’s account.

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Revised: 6/18/97
Revised: 10/15/97
Revised: 8/12/98
Revised: 8/16/00
Revised: 11/10/05
Revised: 4/16/09
Revised: 5/13/10
Revised: 12/13/18 to be effective 01/07/2019*

MATERIALS RETURNED “INCOMPLETE”

Occasionally materials are returned to the Henika District Library in an “incomplete” state, that is to say books missing pages, barcodes or covers, CDs missing the disc, DVDs missing a disc or insert, etc. Materials determined to be “incomplete” by the staff will receive special handling according to the following procedure:

- The item will be accepted but will not be checked in.
- A staff member will perform an item inquiry to determine the patron who checked out the item.
- That patron will be contacted and informed that the item was returned missing an integral part (pages, barcode, disc, etc.). He/she will be further advised that the item will not be checked in until the missing part(s) is returned, and is therefore at risk of becoming overdue and incurring fines until the part(s) in question is restored to the item.
- The item will be tagged according to the missing component and placed in the “incomplete” basket.
- Items will be manually renewed by staff one time on the original due date. If missing items are not returned during this time period, normal late fees will apply.
- If the incomplete item belongs to another Lakeland member library it will be held locally for three days and handled as above. If the missing component is not returned within three days the item will be forwarded to the owning library accompanied by a green slip which denotes what is missing and the steps taken to attempt retrieval.

*Adopted: 8/20/97
Revised: 8/12/98
Revised: 11/10/05
Revised: 12/13/12
Revised: 1/10/19*

SUSPENSION OF BORROWING PRIVILEGES

Borrowing privileges for any patron will be suspended when:

- Fines reach a level of \$10.00 or more.
- A patron has any bills attached to his/her record.

Privileges will be reinstated when:

- Fines are paid to \$9.99 or lower.
- Bills are paid in full.

Adopted: 12/16/91

Revised: 8/12/98
Revised: 6/12/14
Revised: 1/10/19

PROBATIONARY REINSTATEMENT OF BORROWING PRIVILEGES

If a patron is seriously in arrears with regard to overdue material, fines or bills and wishes to enter into a probationary agreement to reinstate borrowing privileges, he or she may arrange a good faith agreement with the Director or Circulation Supervisor whereby reasonable payment terms and limited borrowing privileges are established. It is understood that each case will be dealt with on an individual basis and will be held in confidentiality.

If a patron fails to meet the terms of his probationary agreement, borrowing privileges may be discontinued.

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Revised: 9/20/94
Revised: 8/12/98
Revised: 11/10/05
Revised: 1/10/19

LOAN PERIODS

Loan periods for materials owned by the Henika District Library have been established according to the following table:

Books	21 days
Audio Books	21 days
Compact Discs	21 days
DVDs	7 days
Periodicals	7 days
Gaming Software	7 days

Some materials are deemed “non-circulating” at the discretion of the Library Director and Circulation Supervisor.

All items may be renewed a maximum of two (2) times on a patron’s account, unless the item is on hold for another patron.

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Revised: 11/10/05
Revised: 4/16/09
Revised 12/10/09
Revised: 5/13/10
Revised: 1/10/19

INTERLIBRARY LOAN

Interlibrary loan is defined as the borrowing of material not owned by the Henika District Library from other member libraries of the Lakeland Library Cooperative, and the lending of material owned by the Henika District Library to other member libraries of the Lakeland Cooperative.

In order to make the most efficient use of the holdings of the Lakeland Library Cooperative, the Henika District Library will extend interlibrary loan privileges to member libraries of the Lakeland Library Cooperative, and will provide such interlibrary loan service to its patrons free of charge, with the exception of holders of non-resident or underfunded contract area cards.

*Adopted: 12/20/95
Revised: 8/12/98
Revised: 4/16/09
Revised: 12/13/12*

RECIPROCAL BORROWING PRIVILEGES

Reciprocal borrowing is defined as the extension of borrowing privileges to patrons holding library cards from other member libraries of the Lakeland Library Cooperative.

In order to provide the widest geographic area possible from which our patrons may obtain free library service, the Henika District Library will extend reciprocal borrowing privileges to Lakeland Library Cooperative card holders whose home libraries extend like reciprocal borrowing privileges to Henika District Library card holders, with the exception of holders of non-resident and underfunded contract area cards.

*Adopted: 12/20/95
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Revised: 4/16/09
Revised: 12/13/12*

CLAIMS RETURNED MATERIALS POLICY

The Henika District Library recognizes that occasionally an item attached to a particular patron record becomes misplaced although the patron is certain that the item has been returned to the library.

In the event that an item's status is in dispute (i.e., the patron insists the item has been returned but library staff is unable to locate the item or attribute it to another patron), the circulation supervisor or library director may extend the benefit of the doubt to the patron by setting the item as "claims returned," on the central database. A patron may accumulate as many as five "claims returned" items on his or her record before borrowing privileges may be suspended. In order to reinstate borrowing privileges, the patron must pay for as many items as necessary to reduce the "claims returned" number to five items or less.

*Adopted: 12/20/95
Revised: 8/12/9
Revised: 3/08/07
Revised: 4/16/09
Revised: 12/13/12*

PATRON LIBRARY CARDS

In order for a patron to check out materials, they must present their own valid library card, be it from a Lakeland Library Cooperative member library, or an annual fee non-resident Lakeland Library Cooperative card, without delinquency status, at the time of checkout. Patrons who are not in possession of their library cards may be able to check out materials with a valid photo ID.

*Adopted: 11/15/94
Revised: 8/12/98
Revised: 2/14/02
Revised: 1/10/19*

PATRON REQUEST FOR ACCOUNT INFORMATION

The Henika District Library recognizes the patron's right to access information about the status of his or her personal account. Further, the Henika District Library recognizes the patron's right to privacy from unauthorized access. The library's public computers have the capability to provide a patron with personal account information via their patron account on the Encore website. Therefore, library staff will provide assistance to any patron wishing to view all information in his/her personal account.

As defined by law, a patron may only receive checkout information for his or her own library account.

*Adopted: 12/20/95
Revised: 8/12/98
Revised: 1/10/19*

REIMBURSEMENT FOR LOST AND PAID MATERIALS

When a patron finds an item for which he or she has paid, reimbursement may be made according to the following guidelines:

- Documentation of the payment must be secured.
- Item must be from the Henika District Library collection. Found items belonging to another Lakeland member library must be reimbursed at that owning library.
- The documentation must be no older than six months. Items not recovered within six months of payment are non-reimbursable.
- The documentation and found item will be turned over to the library director for action. A check will be mailed to the patron or the patron can choose to apply the funds to any additional fines on the patron's account.
- The patron will be responsible for any overdue fines accrued on the missing item. This amount will be deducted from the reimbursement.

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Revised: 4/16/09*