

Policy Title: LIBRARY CIRCULATION POLICY

Policy Statement:

The Santa Cruz Public Library is committed to providing free and equitable access to information in all of its forms; innovative tools and technologies; and learning opportunities in line with evolving community needs. SCPL maintains collections and provides services that are organized to meet the different needs of children, teens, and adults. In addition, the Library provides for outreach and homebound programs to meet the needs of individuals or groups who might otherwise not have access to library services.

Library cards are issued free of charge to all Santa Cruz County residents. Application and eligibility requirements for anyone wishing to obtain a SCPL card are provided on the Library website. The Library requires borrowers to periodically renew their library card as way to keep borrower account and contact information correct and up to date. Additionally, the Library provides borrowers with online access to their personal information and account status. It is the borrower's responsibility to keep their contact information current.

Library cards are issued to individual users regardless of age and all protections and compliance with confidentiality laws apply equally to all users. While library staff assists all borrowers in finding materials and information appropriate to meet their needs, the library does not restrict the ability of anyone with a library card to check out any library materials that are available for checkout. Parents and/or Guardians of individuals under the age of twelve years old are advised of this policy information in a "Letter to Parent" handout when their child receives their first library card.

The Library makes every effort to ensure that its services and collections are free to the community in order to ensure equitable access. However, the Library may charge fees for some services or use consistent with the community trust to maintain materials and to provide for equitable access to those materials or services for all members of the community.

For example, the Library charges fees for the replacement of lost and damaged materials. It charges overdue fines to encourage the timely return of materials. The purpose of these fees is not to be punitive or restrictive but to maximize the use and access to collections obtained from community funding.

Revenues collected by library fees are used to off-set service provided on a cost-recovery basis or passed on directly to the Library budget.

The Library website provides information detailing standard loan periods, renewal and request limits, overdue fines, lost and damaged item fees, refund procedures, debt collection service fees and eligibility, library card replacement fees, and any other fees that may be assessed to library borrower accounts. Changes in fines and fees will be approved by the Library Joint Powers Board.

All borrowers have equal access to materials. All items which appear in the Library's online catalog, except reference, special collections, and other types of in-library-use-only material, can be requested. Requests are filled in order by the date requested. Requests can be placed for on-order titles, checked out titles, and available titles. Borrowers can designate the library location most convenient for them to pick-up requested items.

Materials can be returned to book returns at any SCPL location regardless of where the items were checked out.

All library noticing is done as a courtesy. The Library provides borrowers with options for receiving library notices and details the notice types, intervals, and delivery options on the Library website. The Library makes every effort to fulfill the delivery of library notices. However, failure to receive a library notice for whatever reason does not mitigate the borrower's responsibility or obligations regarding the borrowing and use of materials.

Reported circulation issues or disputes on borrower accounts are handled on an individual basis. It is the borrower's responsibility to inform library staff in a timely manner of any problem on their account or in the event their card is lost. For borrowers reporting items "claims returned," the Library provides an informational handout that explains how the item will be searched and the process that is followed to resolve the issue.

All regular and on-call staff are empowered to address and resolve circulation issues and account disputes. Staff may refer disputes to other appropriate staff members to research or clarify information as needed. Borrowers may request that the Onsite Services Manager review an issue if they are in disagreement with the decision or resolution by library staff at their location.

Review Schedule: This policy will be reviewed every three years.

Adopted: unknown

Revised: 12/2/2013