

## Circulation and Interlibrary Loan Policies

### Phoenix Public Library

The following are rules and regulations of the Phoenix Public Library. These are effective July 18<sup>th</sup>, 2017 as adopted by the Phoenix Public Library Board of Trustees.

#### I. New Cardholder

- A. Provide identification. Primary identification to be used is identification with a picture (preferably a Driver's License) and the individual's current address. If the address information on the picture ID is not current, then another form of identification must be presented which verifies the individual's current address (IE. a piece of mail or bill). Individuals who do not possess a valid picture ID must present two documents that verify current address.
- B. Individuals will be able to sign out 2 items the first time they use their card. **Children 14 and under must apply with a parent or guardian.** There will be a \$.50 charge to replace a lost or damaged library card.

#### II. Overall Policy

- A. **Users must present their library card to check out materials.**
- B. There is an overall limit of 20 items at one time on a library card.
- C. There is a limit of 2 new DVDs per family.

#### III. Loan Periods

- A. Books, Audio Books, DVD, Blu-rays, & Music(General Collection) are loaned out for a period of 28 days with one renewal.
- B. Magazines are loaned out for a period of 21 days with one renewal.
- C. New items are loaned out for a period of 14 days with no renewal.
- D. New DVD and Blu-rays are loaned out for a period of 7 days with no renewal.

#### IV. Holds

- A. Inter-library loans will be available for pickup for 1 week after they are processed.
- B. Regular library holds will be held for 3 days and then passed on to the next patron or re-shelved.

#### V. Renewal Policy

- A. All items (except New DVDs and Blu-Rays) may be renewed 1 time.
- B. Renewals are not allowed for items with holds.
- C. Renewals may be done online, over the phone and in person.

#### VI. Over dues and Fines: **There are no overdue fines calculated as of November 1<sup>st</sup>, 2021.**

## VII. Damaged Materials

- A. If a book or other material is damaged beyond repair, the borrower is required to pay the billed amount.
- B. Until the damaged item is paid for, the user may not borrow any items.

## VIII. Debt Collection & Reimbursement Policy & Procedures

- A. Patrons with overdue material will receive a first overdue notice via telephone call, mail or e-mail after 7 days. A second overdue notice via telephone call, mail, or e-mail is transmitted after 28 days.
- B. The Library can attempt the recovery of all outstanding debt and/or library materials. To that end, the library will make several attempts via telephone, mail or e-mail to advise the patron of their responsibility for returning the material and settling their account with the Library. If the material goes unreturned or is returned damaged, the patron will be responsible for collection fees in addition to material replacement fees.

## IX. Confidentiality

- A. Library records that are deemed confidential are covered by New York State Law signed on June 13, 1988 (I CPLR 4509). These records are related to the circulation of library materials that contain names or other personally identifying details regarding the users of public, free association, school, college, and university libraries and library systems, or this state, including but not limited to records related to the circulation of library materials, computer database searches, interlibrary loan transactions, reference queries, request, or the use of audio-visual materials, films or records. These records shall be confidential and shall not be disclosed except that such records may be disclosed upon the request or consent of the user or pursuant to subpoena, court order or where otherwise required by statute.
- B. The Phoenix Public Library adheres strictly to all sections of this Statute regarding the protection of the confidentiality of its users.

## X. Interlibrary Loan

- A. The Interlibrary loan service supports the mission of the library by providing expanded access to library materials and information. The purpose of interlibrary loan is to obtain materials not available in the library. The library affirms that interlibrary loan is an adjunct to, not a substitute for, the library's collection. In meeting patron needs, the library will exhaust local resources first, before requesting items on interlibrary loan.
- B. **Definition:** An Interlibrary Loan request is defined as a request for library materials made on behalf of a library patron through NCLS, ICEPAC.
- C. **Patron Status:** Patrons must have a library card in good standing to use the Interlibrary Loan service. A patron status of "Blocked" will deny ILL service. Interlibrary Loan requests will not be processed for patrons with overdue loan material.

- D. **Borrowing Rules:** Materials will be available for pickup for 1 week after delivery. Items not picked up will be returned to the home library.
- E. **Charges:** The library does not charge fees for the Interlibrary Loan service. The library always attempts to borrow from libraries free of charge. However, if an item is only available from a library which charges a fee for loans, the item will be requested only if the patron agrees to pay the fee. The patron is responsible for overdue fees, repair or replacement costs. The library will make an effort to collect any such charges from the patron who received the materials.