



## Materials Circulation Policy

One of the goals of the Watsonville Public Library is to provide library materials for customer use as requested. Policies and procedures governing the circulation of materials have been implemented by the library to foster fair and equitable availability of library materials to customers and to reasonably ensure the return of the materials for future use.

The library staff strives for a consistent, efficient materials circulation procedure to implement as a team. While there will be exceptions to any rule or procedure, library customers will appreciate that the consistent application of rules, policies and procedures ensure fair and equitable availability of library materials for all users. Staff will be mindful that the ultimate goal is to get materials into the hands of the customers for their use.

All circulation transactions with customers will be handled with an open, friendly, respectful, helpful and professional manner. Staff must adhere to the principals of confidentiality of library customer records and circulation transactions in general, and specifically as required by California law.

### **Borrowing Privileges and Obligations**

- A library card or picture ID must be presented in order to borrow materials.
- All materials are loaned for 3 weeks.
- Library card holders may borrow up to 30 items, including:
  - ONE Hotspot
  - TWO language cassette sets
  - SIX DVD's
  - SIX audiobooks (cassette/CD)
  - SIX music CDs
  - SIX periodicals
  - SIX Playaways

*\*For checkout purposes only, multi-unit sets count as one*
- Materials may be renewed up to two times, if they are not on hold for someone else. The renewal may be placed either in person, by telephone (during regular library business hours), or via the Library Account feature of the library's online catalog.

- As a courtesy items checked out on patrons account will automatically renew on the due date the first time they are due (except for items that are on hold for another patron). In order to get the courtesy renewal patron's account needs to be in good standing:
  - Library card not expired
  - No fines over \$10
  - No damaged items
  - No billed items
- Library card holders are responsible for all materials checked out on their card, any overdue fines, and all charges resulting from the loss or damage of library materials checked out to them.
- Library card holders are required to:
  - bring proof of address when applying for a library card.
  - notify the library if their address or phone number changes.
  - notify the library immediately if their card is lost or stolen.
  - notify library staff of damage to materials they are borrowing when checking the item out, or as soon as the damage is noticed. Staff will make a notation for the record.

## **Holds/Requests**

Library materials may be placed on hold at no charge. Holds/requests may be placed via the library's online catalog or by requesting assistance from staff.

**Interlibrary Loans** In the event that the library does not have material requested by a library customer, staff may place a request for the materials through another library. The interlibrary loan request is placed by the library customer at the Reference Desk. Reference staff and other staff will submit a request to the other library, as needed. When the interlibrary loan materials are delivered to Watsonville Public Library, the library customer will be notified to come check out the requested materials at the Circulation Desk. They will return materials to the Circulation Desk and pay any overdue fines or other fees, as required. A customer may have up to five ILL requests in process at any one time (requested and checked out.)

## **Overdue Fines and Fees**

Staff strives to check in materials returned on the same day except in the case of materials left in the book drops after closing. Items returned after the due date are charged the following:

- All material: 10 cents per day per item to a maximum of \$1.00; except for Hotspots
  - Hotspot: \$1.00 per day to a maximum of \$10 and a charge of \$10 will be assessed if the Hotspot is returned in the bookdrop
- Lost or damaged DVD case: \$4.00 per case.
- Missing/damaged book CDs will be charged \$11.99 each.
- Lost or damaged Hotspot will be charged \$85.00 each.
- Lost items are billed according to the replacement cost posted in the library's records. This charge is reimbursable if the item is presented with a receipt within 3 months and is in good condition.
- A \$5.00 non-refundable fee is charged for each lost item.
- Bills for items not returned in a timely manner may be submitted to a collection agency.

Fines can be paid in person via cash, check or money order or online via the library's website at <https://www.cityofwatsonville.org/1759/Pay-Fines-Online>. A minimum amount of \$5.00 is needed to pay your fines online.