

Hazeltine Public Library 891 Busti Sugargrove Road Jamestown, NY 14701	CIRCULATION POLICY	Date: 03-19-2024 Page 1 of 5
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The Hazeltine Public Library is a member of the Chautauqua-Cattaraugus Library System (“CCLS”), a New York State-chartered cooperative public library system serving the 36 public libraries in Chautauqua and Cattaraugus Counties. The Library applies the same privileges, responsibilities, and fees to all CCLS cardholders, no matter which library initially issued their library card.

The Library maintains this policy and applicable procedures to ensure that all patrons receive consistent and equitable services from Library employees and that every patron has clear expectations of their rights as a Hazeltine Public Library card holder.

Account registration

A person can register for a library card in-person at the library. Exceptions may be made for those physically unable to come to the Library.

Applicants must present photo identification, proof of street address, and complete the Library’s registration form. By signing the registration form and the back of the library card, applicants certify that the information they provide is true and correct to the best of their knowledge and that they agree to obey all policies of the Library.

Cardholders are responsible for the safekeeping and use of their card, including all items and fees charged to their account, unless the card has been reported lost or stolen. Lost cards should be reported to the Library immediately to avoid unauthorized use. All lost cards will be marked inactive until replaced.

The Library will not provide, orally or in writing, a patron’s library card number in lieu of replacing a lost card. Cards damaged by regular wear and tear may be replaced upon request.

Cardholders are only allowed one CCLS card in their name. Upon application for a Hazeltine Public Library card, the Library will verify that the applicant does not already have a card within the CCLS system. If the Library finds that an applicant has a pre-existing CCLS account, the applicant must update the information on the account and take care of any outstanding fees over \$10.

If any patron is found to have multiple CCLS accounts, those accounts, along with all fees, items, and holds associated with them, will be merged into the most recent record.

The Library reserves the right to withdraw borrowing privileges from any patron for providing the Library with false registration information.

Child and Youth Registration (ages 0 – 17)

A parent or guardian may obtain a library card for their child by providing a valid form of identification, and signing the registration form. Upon signing, the parent/guardian assumes responsibility for all materials and any fees incurred through the use of the child’s card. The child must be present at the time of registration.

Young adults, ages 14-17, unaccompanied by a parent/guardian may obtain a library card by presenting appropriate identification.

Out-of-Area Registration (outside Chautauqua/Cattaraugus counties)

For out-of-area residents, there is no fee for a card. Patrons must use their own cards to borrow or reserve materials. If an applicant is under 14, a parent or legal guardian must sign for the child.

Authorized Users

Patrons are allowed to grant authorized users access to portions of their account information. Permissions include the ability to check out items on the account and place and pick up holds on the account. The Library also considers access to and payment of a patron's fines as authorized permissions. Authorized users can be added or removed at any time.

Valid Forms of Identification

Those applying for a library card are required to present valid photo identification. The following items will be accepted by Library staff as valid forms of identification:

- Driver's license
- State identification card
- Student identification card
- Military identification card
- Social service card
- Passport

Card expiration

So that the Library can maintain accurate contact information of our patrons, Hazeltine Library cards are set to expire one year from the date of initial registration or the date of a card renewal.

When renewing a library card, a patron will be asked to provide their current address, phone number, and email address. If the information provided differs from what is currently in the account, the patron's record will be updated. The Library reserves the right to request that a patron complete a new registration form.

Borrowing Privileges and Responsibilities

Patrons are required to present their CCLS library card or photo ID when borrowing materials. All cardholders reserve the right to have a receipt, printed by request, which lists the due dates for their items. Item due dates may also be accessed via the patron's email, online account, or by calling the Library.

Borrowing privileges may be limited or rescinded if the cardholder has overdue items, unpaid fines or fees, or has violated any of the Library's policies.

Loan periods and number of renewals are determined according to demand for the material, appropriateness of use, and value of the material.

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In special cases, materials may be borrowed for extended loan periods. To arrange for this, patrons should speak with a staff member.

Returning Items

Unless noted, all items owned by any CCLS library may be returned to Hazeltine Public Library.

Items owned by a library outside of CCLS that were not obtained through interlibrary loan should not be returned to Hazeltine Public Library. Patrons that return out-of-system items to the Library may be subject to the costs the owning library undertakes to retrieve the items.

The Library maintains an outdoor book drop for our patrons' convenience. Items returned via the book drop when the Library is closed will be backdated to the last day the Library was open. Returns made while the Library is open are treated as being returned during that day. This book drop is not usually checked when the Library is closed.

Renewals

An item may be renewed unless a hold has been placed on the item or the item's allotted number of renewals has been exhausted.

Renewals are granted for the length of the item's loan period based on the calendar date on which the item is renewed.

Overdue Notices

Hazeltine Public Library is required to provide patrons with formal overdue notices indicating that they have not returned an item: the first at 7 days overdue and the second at 14 days overdue. If an item is not returned 30 days past the due date, the patron will receive notification that they are being billed for the cost of the item. Notices are sent via email, text message or automated phone call. If an item presumed lost is returned to the library, the cost of that item will be removed from the patron's account, however, fines will not be returned.

All overdue books, periodicals, and audios will be fined according to the Hazeltine Library Fee Schedule, available at the front desk. Rates will be per day (not including Sundays, holidays, and other days when the library is closed), per item, effective the immediate day after the due date. The maximum charge is the cost of the item(s) plus the daily fines.

Library card accounts having fines of \$10 or more are blocked. All library card accounts having \$25 or more in missing materials will be sent to the library's collection agency. The library Director reserves the right to override blocks/forgive fines.

Digital materials are returned automatically after three weeks and do not incur late fees.

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Holds

Patrons of Hazeltine Public Library have access to the collections of the other 36 libraries in the Chautauqua-Cattaraugus Library System. Patrons may request in person, by telephone, or online, that materials from other CCLS libraries be delivered to their library of choice by placing a “Hold.”

For items not picked up after the patron has been notified of the availability of the item, and the patron fails to contact the Library to make other arrangements, the hold will be canceled and the item returned to circulation.

Interlibrary Loans

Any registered cardholder in good standing (not exceeding the maximum number of overdue items or the maximum fine threshold) may request materials not available in the CCLS catalog through the interlibrary loan (ILL) system.

Fines and Fees

The current rates for overdue fines are listed on the Library’s Fee Schedule, available at the front desk. All patrons are responsible for any fines related to damaged or lost materials. When materials become overdue to a limit set in the Fee Schedule, they are automatically billed to collections. To compensate for collections costs to the library, a collection charge will be added to the patron’s account.

Cardholders reserve the right to receive a copy of a receipt for all payments or reductions in fines. Cardholders are responsible for requesting a copy of a receipt at the time of the transaction.

Payments received for lost items or damaged materials are transferred to the owning Library. All other fees or fine payments made at Hazeltine Public Library are retained by Hazeltine Public Library.

Contesting Fines

Patrons wishing to contest fines on their library accounts must do so in person at the Library. Ultimate discretion for the voiding of fines falls to the Library Director or his or her designee.

Fines for damaged or lost items owned by another library must be contested at the owning library. Hazeltine Public Library can provide patrons with the name and contact information for the owning library of an item.

Replacement Copies

In the case of loss or irreparable damage to Hazeltine Public Library materials, the cardholder will automatically be charged the original price of the item. If the patron finds the missing items and returns it in good condition, the Library will return the cost of the item but not the associated fees.

Patrons who lose or damage items originally owned by another CCLS library must contact the owning Library to discuss any replacement or payment that is different from the automatically charged fee.

Claimed Returns

In such instances where a cardholder notices an item still on their record that they believe was returned, they should contact a Library staff member. Hazeltine Public Library or the owning library will look for the item on their shelves. If the item is located at the library, all fines on the patron’s record associated with that particular item and loan period will be voided.

If the item is not located within the library system, discretion for whether the fine should be voided or upheld falls to the owning library. Instances in which a claimed returned item cannot be located and no fine was assessed will be noted on the patron’s record.

Policy Amendments

This policy may be amended by the Board of Trustees at any time. The Library reserves the right to suspend or modify the limits noted in this policy in advance of a vote by the Board of Trustees to account for responses to emergencies or system-wide policy or technical changes outside of our control. Such modifications will be communicated to patrons via our website.

History of Review/Revision

Date	Reviewed/Revised
10-23-2018	Revised
03-19-2024	Revised