

The circulation policies of the William B. Ogden Free Library (WBOFL) exist to facilitate community access to materials and information in the library's collections, while at the same time protecting those collections.

## **I. Patron Registration Procedures**

### **A. Library Cards**

The WBOFL is a member of the Four County Library System, which serves the public libraries of Broome, Chenango, Otsego, & Delaware counties. WBOFL issues library cards, renewable every three years, which may be used in any library within the Four County Library System.

### **B. Adults**

The WBOFL will register and issue a library card to applicants ages 18 or older who reside in the Four County Library System area. Proof of residency must be presented at the time of application. Acceptable proofs of residency include a driver's license or other picture ID granted by a government agency. When such ID is not available or reflects an address that is not current, library staff may accept other forms of ID including utility bills or official correspondence recently mailed to the applicant's current address.

### **C. Children and Young Adults**

The WBOFL will issue a library card to applicants ages 5-17 who reside in the Four County Library System area. A parent or legal guardian must take responsibility for the use of library cards of children ages 5-12 by countersigning the application.

### **D. Schools & Daycares**

Institutions may receive a card if the director of the agency will sign the application, committing the institution to be responsible for all material checked out on the institution's card.

### **E. Fees**

There is no fee for the initial card issued to a patron. There is a \$1.00 charge to replace a lost card. The previous card will be marked inactive.

### **F. Non-residents**

Individuals who do not reside in the Four County Library System may establish loan privileges upon presentation of acceptable proof of identity and payment of a \$25.00 fee. The \$25.00 is non-refundable and may not be used to pay for any losses or fines accrued by the card holder. Non-Residents will be given limited privileges, good for three months. Check-outs will be limited to five items at a time and may only be those items belonging to WBOFL. The same rules of use that apply to resident card holders also apply to non-resident card holders. Non-resident users may renew their limited privilege each time they visit the area, free of charge. After 36 months of inactivity, the library card will be automatically removed from the system. If a non-resident wishes to have loan privileges after this time, they will need to go through the steps to reapply.

## II. Loans, Fines, Loss and Damage

### A. Library Card Requirement

- i. Patrons should present their library card to check out materials. If a patron does not have their card with them, staff may look up the patron by first and last name. Patrons will be asked to verify phone number and/or address to ensure that the correct account is charged.
- ii. It is the responsibility of the patron to inform the library staff of any changes in personal information, such as address, phone numbers, or other personal information.
- iii. All borrowed items must be returned to the WBOFL or one of the member libraries in the Four County Library System.
- iv. A patron is accountable for all materials checked out on their card or on the card(s) of children they are responsible for.

### B. Lending and Renewal Limits

- i. **Books, audiobooks, magazines, and “library of things”**  
Books, audiobooks, magazines, and “library of things” may be checked out in unlimited number for a period of three weeks. Materials checked out at the WBOFL will automatically renew two days before they are due, provided that (1) they belong to WBOFL, (2) they belong to a member library that participates in auto-renewal, (3) there are no holds on the item, and (4) the item has not exceeded its unseen renewal limits. Patrons may request to be notified by email or text message regarding the items on their account that have automatically renewed. A patron may also renew materials one time via the online catalogue system, at the circulation desk, or by phone without the physical presence of the item. After the first renewal, materials must be brought to the library for any further renewal. If there is a hold on the item, it cannot be renewed.
- ii. **DVD**  
DVD may be checked out in unlimited number for a period of one week. Renewal policies are the same as stated above.
- iii. **Non-circulating collection**  
The WBOFL has a number of items in its collection that do not circulate. These items include, but are not limited to, local history books, reference materials, materials of historic value, and digitized newspapers. Researchers may view these items at the library during open hours, but may not check them out or remove them from the premises. To access a particular piece in this collection, researchers are encouraged to make an appointment with the library director.
- iv. **Interlibrary loans (ILL)**  
In cooperation with the Four County Library System, patrons may request materials from other libraries in the system to be sent to the WBOFL for check out on their account. To request material from another library, a patron

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may place a hold through the online catalogue system, by asking a library staff member for assistance at the circulation desk, or by phone.

- The WBOFL receives ILL deliveries on designated days according to the 4CLS delivery schedule-
- Patrons requesting materials will be notified the day their items arrive. If a patron has provided an email or cell phone number for their library account, they will receive an automated notification that the material is available for pick-up. All others will receive a phone call from library staff.
- If items are not picked up within one week, the patron will be provided with a second telephone reminder.
- Items that are not picked up by patrons will be returned to their owning library after two weeks.

**v. Bibliographic and Reference Center (BARC)**

In the rare instance that a requested item is not able to be acquired through our library system, the WBOFL is able to search outside of our system to the Tompkins Cortland Community College (TC3) to fulfill a request. The patron will be required to fill out and sign our *BARC Agreement Form* and will be held responsible for the replacement cost of any unreturned or damaged materials.

**C. Fines, Loss, & Damage**

- i. If a patron exceeds \$5.00 in fees, check-out privileges will be suspended until the patron has made arrangement with the charging library to settle their account. This policy remains the same across all member libraries in the Four County Library System.
- ii. If a patron has provided an email or cell phone number for their library account, they will receive automated notifications that their materials are overdue. All others will (1) receive a telephone reminder from library staff (2) be mailed a physical notification after an item is two weeks overdue.
- iii. Patrons will not incur fines for returned, overdue items belonging to WBOFL.
- iv. If materials belonging to WBOFL are lost, damaged beyond repair, or are no longer suitable for circulation, the patron may be charged the replacement value of the item. With approval from the Director, a patron may replace a damaged item with an identical item by obtaining the item's ISBN from a staff member. If suitable replacements are made ~~in either instance~~, the replacement fee will be waived.
- v. Fees may be assessed for overdue, lost, or damaged materials belonging to other libraries. Fines for materials borrowed from member libraries incur fees as set by the owning library.

### III. Confidentiality of Patrons Records

The patrons of the WBOFL have a right to expect that their registration and borrowing information will be kept confidential. The WBOFL will act in accordance with the New York Confidentiality Law (§ 4509 Library Circulation Records) that states: *Library records, which contain names or other personally identifying details regarding the users of public, free association, school, college and university libraries and library systems of this state, including but not limited to records related to the circulation of library materials, computer database searches, interlibrary loan transactions, reference queries, requests for photocopies of library materials, title reserve requests, or the use of audio-visual materials, films or records, shall be confidential and shall not be disclosed except that such records may be disclosed to the extent necessary for the proper operation of such library and shall be disclosed upon request or consent of the user or pursuant to subpoena, court order or where otherwise required by statute.*

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