

# Checking Out Materials

A library patron should present his/her library card in order to check out materials. If the library card is not in his/her possession, materials may be checked out with photo identification.

Patrons with outstanding fees over \$5.00 will not be allowed to check out additional materials.

All circulating materials may be borrowed by cardholders for three (3) weeks (21 days), except for DVDs and magazines which check out for seven (7) days. In some instances, a limit has been placed on the number of non-print items that may be checked out by patrons. Patrons may not exceed these limitations:

- Digital downloads - Varies by platform
- Total items checked out may not exceed 50 per card

The receipt received at checkout serves as the official notice of the due date for an item or items, and the patron is responsible for knowing the actual return date.

## **Check In Policy**

Items may be returned to any Coos or Curry County library in any designated book return. All items are checked for damage and for missing pieces before they are checked in and removed from a patron's account. A patron whose items are checked in after the due date will be assessed late fees by the library's automation system.

## **Items Returned Incomplete**

If a patron returns an item that is lacking one or more of its components, the patron is responsible for returning the missing component(s). The library will contact the patron. The item will not be removed from the patron's account (i.e. will not be checked-in) until the missing component(s) is/are returned. In the event the patron does not return the missing component(s) the item will be considered "lost" and the patron will be assessed the appropriate fees.

## **Extended Use Fees**

Extended Use Fees are assessed if an item is not returned by the close of business on the due date. The fee is \$0.15 per day for most items, \$1.00 a day for video items and some specialty items.

### **Renewal Policy**

Library materials may be renewed through the Online Public Access Catalog or by staff. Items may be renewed up to two (2) times, but items with holds will not be renewed. Digital materials may differ.

### **Lost Materials**

If a patron loses an item, the patron is responsible for the replacement cost for that item. In the event that no amount is indicated in the item record, then the replacement cost will be the amount the item is listed for sale as a new item and a processing fee. The patron can replace or substitute the lost item with another item with approval of library staff. In the event a lost item that has been paid for is found and is returned to the library, the patron will receive a refund according to library procedures of within 90 days and minus the processing fee.

### **Overdue Materials**

Materials checked out and not returned sixty-three (63) days after the due date are considered "lost." The patron is billed for the replacement costs of the materials and processing fees.

### **Damaged Materials**

Damage to items beyond normal wear and tear, including purposefully defacing or destroying library material, is the responsibility of the Patron. Fees for damaged materials may be the replacement cost for the material.

If the patron has lost or permanently damaged a DVD or Music CD but still has the case, the patron is responsible for the entire amount of the item. The price of the case will not be subtracted from the replacement cost.

### **Claims Returned or Claims Never Had**

When a library patron claims that an item still charged out to him/her has been returned to the library, or that he/she never borrowed that item in the first place, the patron may

request that the library mark the item as "Claim Returned". Patrons are limited to five (5) claimed returns in total for the duration of their valid library card.

### **Holds**

Patrons may place up to twenty-five (25) hold requests on circulating items. Items are held for nine (9) days. If the item is not picked up within the time allotted, the hold is cancelled and the item is returned to circulation or fills the next hold in the queue.

In order to check out the hold item, the patron must present the library card on which the hold request was made or be a designated cardholder associated with the patron who originally placed the hold. No pickups will be allowed without the originating card or a designated patron association. If a patron presents the card that originated the hold or the Patron has an associated library account, check-out will be allowed even if the cardholder is not present at the time of pick-up. No other account information will be shared without proper identification or presenting the library card.