

PIONEER LIBRARY SYSTEM

CIRCULATION POLICY



The Pioneer Library System connects you to the joy of *reading* and to information for lifelong learning.

Approved
November 29, 2005
Revised July 28, 2009
PLS Board of Trustees

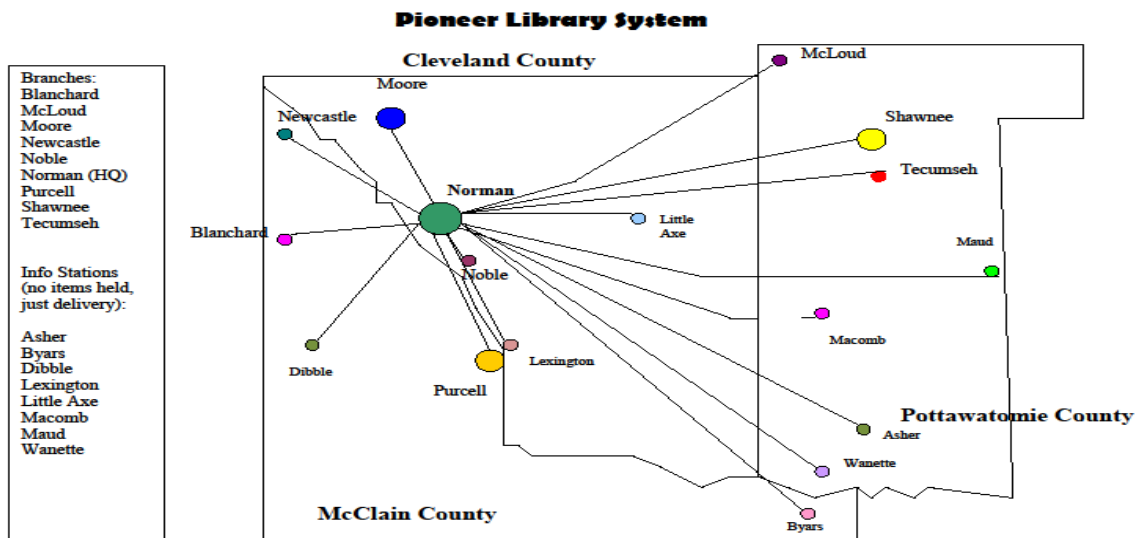
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PART I. PIONEER LIBRARY SYSTEM OVERVIEW

LIBRARY MISSION

The Pioneer Library System connects you to the joy of reading and to information for lifelong learning.



The Pioneer Library System serves over 341,000 residents in the 1,903 square mile area of Cleveland, McClain, and Pottawatomie counties.

Representatives, appointed by city and county governments, serve on the Pioneer Board of Trustees. The Board is responsible for approval of policies and finances of the library system.

Library materials may be checked out from any Branch/Information Station with a valid Pioneer Library System library card. A library card also gives the cardholder access to the internet and online databases.

PART II. LIBRARY CARD REGISTRATION

A. Registration Guidelines

An **Application for Library Card** form must be completed for every person wanting access to library collections.

The Pioneer Library System will issue permanent library cards to adult customers (eighteen & over), emancipated minors, and minors with a guardian present by providing:

1. Photo ID with date of birth and
2. Verification of current address

Cards are mailed to the guardian of unaccompanied minors.

Cards are issued to minors (under the age of eighteen) with the signature of a parent or guardian acknowledging responsibility for library materials checked out by the child or young adult. A second account may be created only under unusual circumstances, such as, a second parent who insists on the child having a library card signed by that parent.

Minors (under the age of eighteen) cannot check out library materials or access the internet without a parental signature. Items can be held for a child until a parent/guardian has signed the child's card or the parent/guardian name is in the minor's record.

While the library may suggest different titles for age appropriate reading, it remains the parent or guardian's responsibility to select specific materials for their children. If a parent or guardian does not want his/her child to have access to library collections, the parent or guardian will need to discuss the restrictions with the child in the context of their parent-child relationship. A parent or guardian may withdraw his/her child's card at any time.

1. Pioneer System Card Eligibility

<p>Any individual owning property, working, attending school, or living in Cleveland, McClain, or Pottawatomie County is eligible for a library card. Verification of current address is required.</p>
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A **parent/guardian**, who qualifies under the above guidelines, qualifies **all** the members of their immediate family. **Minor children** who attend school in the Pioneer service area qualify their **immediate family** members. **College and university students do not** qualify other family members.

New adult learners (literacy students) being tutored in PLS libraries qualify for a library card.

2. Conditional Card (eligibility applies)

For unique situations where a customer is unable to provide all required eligibility requirements, staff may issue a Conditional Card.

A Conditional Card allows a maximum of two (2) items checked out and two (2) daily computer logins.

Full access is available by presenting a valid photo ID and a verifiable current address.

3. Reciprocal Card

Any customer **eligible** for a card in the Metropolitan Library System (living, attending school or owning property in Oklahoma County or Oklahoma City) is **eligible** for a Reciprocal Card in the Pioneer Library System.

4. Special Library Cards

a. Non-resident Fee Card

Any person, who does not qualify for a Pioneer Library System card or a Reciprocal Card, but wishes access to library collections from a branch of the Pioneer Library System, may apply for a non-resident library card. Verification of current address is required.

Non-resident fees are set by the Pioneer Library System Board of Trustees. Residents of contiguous counties will pay a basic non-resident fee. Persons outside our contiguous counties will pay a higher fee.

Payment of the fee entitles the applicant's immediate family to full library service for twelve months. Only one card is issued per family. The fee is paid in lieu of the property taxes paid by the residents of Cleveland, McClain, and Pottawatomie counties for library service.

b. Homebound Card

A Homebound Card is issued to any individual who qualifies as a PLS borrower and who is unable to visit the library in person. A staff person or volunteer acts as advisor and delivers materials to the customer's home.

c. Homebound Institution Card

A Homebound Institution Card is issued to any facility whose residents are unable to visit the library in person. A staff person or volunteer acts as advisor and delivers materials to the facility.

d. Home Services Card: Books by Mail

Any individual who qualifies for a Pioneer Library System card and is unable to reach a library because of health, economic, physical challenges, or lack of transportation is eligible for Home Services. Customers who live outside the PLS service area may use Home Services by paying the non-resident fee.

Library materials are mailed to Home Service customers. There is no charge for this service. The library pays postage costs.

Home Services customers may request any library material by telephone or by using the PLS online catalog.

Adult customers must choose to be a Home Services customer **or** a regular customer. Children can receive **both** Home Services and regular library services.

e. Virtual Library Card

A Virtual Library card provides access to the Library's remotely accessible online collections only. Cards are valid for three (3) years and can be renewed. Loss of eligibility at any time automatically cancels the Virtual card.

Qualifications for a Virtual card are the same as a Pioneer Library System card. The application process is available online.

5. Replacement Cards

Borrowers receive their first card free of charge. The replacement card fee is set by the Pioneer Library System Board of Trustees.

B. Confidentiality of Customer Records

Oklahoma law protects the confidentiality of Library Users' Records (OKLAHOMA STATUTE Title 65-1-105 (2002) Disclosure of records. See Appendix III).

Customers may ask for access to their own record; however, other individuals may not inspect a customer's record except with the customer's authorization or by order of a court of law.

Parents of minor children under the age of 18 may have access to their child's record. Oklahoma Statute 1040.75 defines a juvenile as an unmarried person under 18 years of age.

C. Withdrawal of Parental Consent

The signature of a parent or guardian acknowledges responsibility for library materials checked out to the child. It is the policy of the library not to act **in loco parentis**, in keeping with the principles of equal access to information and materials for all customers.

Therefore, the library will not restrict any customer, including children, from access to any type or class of materials or from any information in the library. Filtered internet access **only** is available to minors. A "No Internet" option is available for minors at the parent/guardian request.

If a parent or guardian does not wish his/her child to have access to particular materials, they will need to discuss the restrictions with the child in the context of their parent-child relationship.

If a parent or guardian wishes to withdraw the acknowledgement of responsibility from his/her child's card, the library staff will deactivate the child's record, so that no materials may be checked out to that card.

PART III. LENDING POLICY

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A. Standard Loan Rules

Customers are responsible for materials checked out on their library card whether the owner uses the card, or someone else uses the card authorized (or not) by the owner. By signing the library card of minors, the parent/guardian is responsible for materials checked out on the child's card. Cardholders are required to notify the library immediately if their card is lost or stolen, or if they have a change of name or address.

Loan periods and limitations by subject and format are set by the Pioneer Library System Board of Trustees.

Items may be renewed for three additional loan periods. No item may be renewed if it is on reserve for another customer.

Pioneer Library System reserves the right to determine if an item/format may (or may not) be placed on reserve.

Reference books and items designated as "Non-Circulating" do not check out to the public.

The Pioneer Library System Board of Trustees sets the fine rate for all library materials.

Copyright law protects most materials borrowed from the library.

Most non-print materials are for home use only. Any other use, including copying or performance in public in whole or in part, is prohibited by law.

The library will not be responsible for any damage a borrowed item might cause to the borrower's home equipment.

All Standard Loan Rules apply for teachers or members of the public borrowing materials for classroom use.

B. Special Loan Rules

1. Home Services/Homebound/Homebound Institution

The Pioneer Library System Board of Trustees sets the loan period for Home Services, Homebound, and Homebound Institution cardholders. Reserves and renewals will be accepted. No fines are accrued for overdue materials.

2. Instructional Kits

Kits, intended for specific instructional use, contain a variety of media.

Materials in kits may not be checked out separately; therefore, each kit will count as one item circulated.

Loan rules are set by the Pioneer Library System Board of Trustees.

3. Interlibrary Loan

Interlibrary Loan service (a request for materials owned by another library outside of the Pioneer Library System) is available to any registered customer in good standing.

Customers may request a maximum of four (4) items per week through Interlibrary Loan. Pioneer Library System will honor the lending library's due date and rules.

Genealogy requests must be for a specific author/title. Subject requests for genealogical information cannot be processed through Interlibrary Loan.

Customers will be charged for the replacement cost (and any fees charged by the lending library) of a lost interlibrary loaned item or a default fee set by the Pioneer Library System Board of Trustees.

4. Equipment

The owning branch designates the circulating status of equipment available for public use. Age requirements for use of equipment vary from branch to branch.

Equipment is checked out to registered borrowers. Reciprocal borrowers are excluded. Not all libraries own every type of equipment.

Borrowers are responsible for repair costs of items returned damaged. Equipment can be scheduled for a specific date and time.

a. Circulating Equipment

Renewals will be accepted if the equipment is not booked for another customer.

b. Non-Circulating Equipment

Equipment designated as "Non-Circulating" must be used in the library during open hours unless prior arrangements have been made. It is the owning library's decision whether or not to loan equipment to other branches. Some equipment may be scheduled for use in meeting rooms.

5. Reserves

All reserved materials will be "system holds". All Pioneer Library System customers have equal access to all materials at any branch.

The number of holds allowed per library card is determined by the library system.

Most materials may be reserved.

Items on reserve for another customer may not be renewed.

PART IV. LIBRARY SERVICES

A. Photocopy Service

Photocopy machines are available for public use at all branches. Two-sided copies count as two copies.

The Pioneer Library System Board of Trustees sets photocopy charges.

B. Public Printers

Printers attached to public catalogs and public use computers are available at all branches. Printing charges are set by the Pioneer Library System Board of Trustees.

C. FAX

Pioneer Library System will make all branch FAX telephone numbers available to the public. Telefacsimile transmissions will be available to the public.

Charges for sending and receiving FAX transmissions are set by the Pioneer Library System Board of Trustees.

D. Document Delivery

The Pioneer Library System will honor requests for document delivery to customers and other libraries.

All branches will cooperate with other libraries in transmitting documents and magazine articles for reference use. There will be no charge for reference use for any Oklahoma library outside the Pioneer Library System.

The Pioneer Library System Board of Trustees sets any fees incurred for direct document delivery by FAX or mail to customers.

Information retrieved through online resources may be emailed directly to a customer's personal email address. There is no charge for this service.

E. Internet Access

By accepting and signing a library card from the Pioneer Library System, borrowers accept responsibility for using internet services. Users are required to enter their

library card number and pin number to gain access to the internet.

The customer's signature on their library card represents their acknowledgement that the information, literature, and sites accessed through the internet are not controlled by the library and that the library cannot be responsible for the accuracy or content of materials retrieved from the internet. The library cannot protect customers from information they may find offensive.

F. Guest Login

Visitors who are not eligible for a Pioneer Library System card may access library computers with a computer Guest Login as provided by staff. A photo ID may be required to verify age.

PART V. BORROWER ACCOUNTS

A. Fines and Payments

After a customer has received an overdue notice, and the item has not been returned, a bill notice will be sent for the replacement cost of the lost item.

The fee paid for the replacement cost of a lost item is generally non-refundable even if the item is returned at a later date. Any refund of fees paid must be requested from the Pioneer Library System business office.

Partial payment of accumulated fines and bills will be accepted.

A customer who claims to have returned an item is not responsible for fines or lost charges on that item.

1. Unique Management Services

Unique Management Services (UMS) is a well-respected, professional agency specializing in material recovery services for libraries.

Customers who have not contacted the library or otherwise attempted to settle their accounts will be referred to UMS two weeks after the library's billing notice is sent.

If items are not returned, and the amount owed is more than \$50, the customer's account information is sent electronically to UMS. A \$10 charge is added to the customer's account to cover the cost of the UMS service. Customers referred to UMS are not cleared of credit jeopardy until items are returned and/or all charges are paid to the library.

B. Suspension of Privileges

A customer's borrowing privileges will be suspended if the following limits have been reached:

- **10 or more items overdue**
- **10 or more items claimed returned**
- **\$10 or more in outstanding charges**
- **An insufficient check is not paid 10 days after the customer is notified.**

C. Lost and Damaged Items

The replacement cost of a lost or damaged item may be charged to the customer if the item is damaged to the extent it must be withdrawn from circulation. Installment payments will be accepted.

Donated materials are not accepted as replacements for lost or damaged items.

APPENDIX I LOAN PERIODS

PLS Board Approved: September 28, 2004 Effective October 1, 2004

Revised July 29, 2008 Effective September 1, 2008

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Print Materials

Books	21 days
High Demand Items/Special Collections	7 days
Book Discussion Kit	6 weeks

Nonprint Materials

Audiocassettes	21 days
Audio/Book Kits	21 days
Book Discussion Kits	42 days
Compact Discs	21 days
Instructional Kits	21 days
Audiobook Sizzlers	21 days
Literacy Kits	7 days
Videocassettes/DVDs	7 days
DVD Sizzlers	2 days
Movie Box DVDs	2 days

LOAN LIMITATIONS

Books	60 per borrower
Audiobooks	4 per borrower
Instructional Kits	1 per borrower
Literacy Kits	1 per borrower
Sizzler Collections	2 per borrower
Videocassettes/DVDs	4 per borrower
DVD Sizzler Collection	2 per borrower
Audiobook Sizzler	2 per borrower
Movie Box DVDs	2 per borrower
Book Discussion Kit	1 per borrower
Business Kit	1 per borrower

APPENDIX II FEE SCHEDULE

PLS Board Approved: November 29, 2005 Effective January 1, 2006

PLS Board Approved: March 24, 2008

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Direct Document Delivery

(Mail or FAX)

\$.15 (photocopy per page)

\$1.00 (first page)

\$.50 (succeeding pages)

FAX

No charge for cover sheet

No charge for reference to other libraries

\$2.00 (first page-domestic)

\$4.00 (first page-international)

\$1.00 (succeeding pages)

\$.15 (per page-receiving FAX)

Interlibrary Loan

Lost Book

Charge by the lending library or a \$50.00 default fee

Other charges

Cost to the library

Non-resident Fees

Contiguous Counties

\$60.00 per year

Non-contiguous Counties

\$70.00 per year

Out of state

\$80.00 per year

Overdue Fines

Library Materials

Per Day

\$.10 each

Maximum

\$3.00 each

Designated High Demand

Materials

\$.25 each

\$6.00 each

High Demand Books

Fiction Videotapes

Fiction DVDs

Sizzler Collections

Interlibrary Loan

DVD Sizzler Collection

\$.25 each

\$6.00 each

Privilege's Stop

Charge on Borrower Record

\$10.00 in fines & fees before borrowing privileges are denied

Printing/Photocopy Charge

\$.15 (per page) black/white

\$.30 (per page) color

Replacement Library Card

Lost/Stolen Card

\$1.00

Damaged Card

No charge

APPENDIX III PRIVACY AND CONFIDENTIALITY LAW

OKLAHOMA LAW PROTECTS THE CONFIDENTIALITY OF LIBRARY USERS' RECORDS

The records of library materials you borrow or use cannot be disclosed to anyone except:

OKLAHOMA STATUTE 65-1-105 (2002). Disclosure of records.

A . Any library which is in whole or in part supported by public funds including but not limited to public, academic, school or special libraries, and having records indicating which of its documents or other materials, regardless of format, have been loaned to or used by an identifiable individual or group shall not disclose such records to any person except to:

1. Persons acting within the scope of their duties in the administrations of the library;
2. Persons authorized to inspect such records, in writing, by the individual or group; or
3. By order of a court of law.

B. The requirements of this section shall not prohibit middle and elementary school libraries from maintaining a system of records that identifies the individual or group to whom library materials have been loaned even if such system permits a determination, independent of any disclosure of such information by the library, that documents or materials have been loaned to an individual or group.

APPENDIX IV Pioneer Library System Internet Access Guidelines

Library Mission

The Pioneer Library System connects you to the joy of reading and information for life-long learning.

Internet Access Guidelines

The internet, a global "network of networks," is not governed by any entity. A vast array of information is available through this network, including up-to-the-minute news, weather, sports, movie reviews, encyclopedia information, books in electronic format, full text magazine and newspaper information, economic and business resources in addition to business transactions, museum and cultural resources, and much more. The internet provides new opportunities for immediate world-wide communications.

As a network built on cooperation and entrepreneurship, it is unregulated and has no limits or checks on the kind of information that is maintained by and accessible to internet users. Customers should be aware that internet sites frequently change locations or close down completely. To increase the information available to library customers and to provide them more communication opportunities, the library provides public access to the World Wide Web portion of the internet and to specific information subscriptions arranged through the internet. But while the internet provides useful ideas, information, opinions and services from around the world, it also contains content which may be offensive or incorrect. Unwise use of the internet, for example supplying personal information through the internet, may result in harm to the user. The library cannot guarantee customer privacy in their access to the internet.

By accepting and signing a library card from the Pioneer Library System, customers accept responsibility for using all library materials and internet services. The federal government provides economic assistance supporting internet access to libraries through erate reimbursements, but in so doing requires libraries to filter children 17 and under from accessing visual depictions of obscenity, child pornography, or materials harmful to minors (as defined by the Children's Internet Protection Act, Public Law 106-554, Title XVII) . The Pioneer Library System accepts this federal assistance and has accordingly implemented technology protection measures which filter all computers' access to the internet. As provided in the law customers 18 and over may choose to unblock internet sites. Customers are required to enter their library card number to gain unfiltered access to the internet. The customer's signature on their library card represents their acknowledgement that **the information, literature, and sites accessed through the internet are not controlled by the library and that the library cannot be responsible for the accuracy or content of materials retrieved from the internet.** The library cannot protect customers from information they may find offensive.

The library has always been uniquely commissioned to provide equal access to literature and information, regardless of format, to all citizens. Libraries do this by providing balanced collections and access. It is incumbent on libraries to select, organize, preserve, show how to use, and provide access to recorded expression regardless of format or technology. **Provision of access does not, however, indicate library sponsorship or endorsement, nor does it imply responsibility for how literature and information are accessed or used by customers. The library can not be held responsible for customers' use of the internet.** In the event library staff determine that access provided to a customer results in illegal activities, the library will notify and cooperate with law enforcement officials.

Children and the Internet

Parents sign for and accept the same responsibilities and acknowledgements on behalf of their children 17 and under. Within the context of the federal law that requires children to have only filtered access to the internet, the Pioneer Library System is sensitive to the responsibility parents have for raising their children. The library does not presume to act *in loco parentis*, but supports the role of parents in making decisions regarding their children.

The library requires parents and/or legal guardians to acknowledge responsibility for the use of library cards held by minors (unmarried children under the age of 18 as defined by Oklahoma Statute), however in accordance with federal regulations, the library will not provide unfiltered internet access to children. The library also acknowledges that filtering software and devices are not perfect, and accordingly caution parents

to monitor their child's use of computers and provide guidance to their use of the internet. The child's parent and/or legal guardian may withdraw their child's library card at any time.

Limitations to Internet Access at Library Workstations

To provide the most equitable and secure internet access from library workstations, the library has established the following limitations:

- Only library cardholders 18 and over are allowed unfiltered access to the Internet from library workstations.
- Use of library Internet workstations is on a first-come first-served basis and cannot be reserved. The Director in consultation with the staff may set time limits on Internet workstation use.

Legal and Ethical Issues

The Library's Public Access Internet Guidelines are intended to provide consistent and uniform access to the internet. The Library endeavors to comply with state and federal laws and to provide constitutionally protected information available on the internet to all library customers.

Because the Library is a public facility, internet access must be confined to viewing sites appropriate for a public setting.

The following points constitute unacceptable use of library internet access. Customers who engage in inappropriate activities may have their library cards revoked. A customer whose internet privileges have been revoked will be given the opportunity to participate in a review of the library's decision.

- Use of library workstations to engage in any activity which violates local, state, or federal laws is prohibited. Illegal acts involving library computer access to the internet will be subject to prosecution by appropriate local, state or federal authorities.
- Individuals who create a hostile environment for library staff or other users, including individuals who retrieve materials, which harass staff or other users, may have their library cards revoked. Viewing of pornography is considered inappropriate for a public setting.
- Individuals who violate software license agreements, copyright laws or library hardware may have their library cards revoked. Attempts to bypass computer security or otherwise invade library servers, routers, or other networking equipment will be interpreted as attempts to modify library networking.

Staff may use the following guidelines in dealing with abusive customers.

1. Ask the customer to choose appropriate sites.
2. If a customer does not do so or repeatedly returns to inappropriate sites, the customer will be denied access to the library for the balance of the day.
3. Repeat offenders will be reported to the branch manager and library card privileges could be denied for up to one week.
4. Further infractions will be reported to system administrative staff and library card privileges could be denied for up to one month.
5. At the end of one month the customer may request, in writing, reinstatement of library privileges. System administration (the director or associate director) will review the customer's request for reinstatement within 10 days from receipt of the request.
6. The Pioneer Library System Board of Trustees determines the final decision regarding reinstatement of library privileges.

Pioneer Library System Board approved November 29, 2005. Revised July 28, 2009