



# KENTON COUNTY PUBLIC LIBRARY

## 2023 Circulation Procedures

### Introduction

The Kenton County Public Library serves everyone in our community by creating lifelong readers and learners and inspiring imagination through a wide variety of resources and services. Our circulation policies aim to facilitate the mission by outlining guidelines for patron registration and use of library collections.

### Public Service Philosophy

The resources provided by Kenton County Public Library are developed to serve the Kenton County community. The library is administered and supported by local taxpayers. The service desks are the primary point of access to the resources available to our users. The success of the library depends on the ability of staff to:

- Register members of the community so that they can access the library's resources
- Maintain the accessibility of the collection to registered borrowers
- Provide accurate records of borrowers and borrowed resources and pursue return of overdue materials
- Reserve KCPL items that are not immediately available onsite
- Initiate requests of materials from other sites through Interlibrary Loan or other means
- Locate information for patrons from resources available through the library and instruct patrons in the use of these resources
- Refer patrons to other agencies for information not available through Kenton County Public Library

Library staff have the responsibility to do this in a manner which balances both:

- Rights to personal information privacy
- Convenience and time constraints

These policies provide a framework so that staff can achieve these goals and balance these rights. The policies are to be reviewed and changes recommended as needed. Review will take place biannually.

### Confidentiality

The library is dedicated to maintaining confidentiality of transactions with library patrons.

Library records may be used to verify patron identification. Library records are the property of the Kenton County Public Library and may also be used for internal operations. No information contained in a

record will be divulged to any other entity for any purpose without the direct permission of the Director, a warrant, or a subpoena.

Library patrons have the right to view their entire record and/or that of verified legal dependents.

## **Circulation Software**

The library uses the Evergreen integrated library system software to catalog and circulate physical and digital materials.

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## **Library Borrower Accounts and Library Cards**

### **Eligibility**

Kenton County Public Library issues accounts at no cost to the following groups:

- Residents of Kentucky
- Members of libraries that have a reciprocal borrowing agreement with Kenton County Public Library and residents of areas serviced by those organizations

Applicants not eligible for a free library card can purchase a card for a fee.

Kenton County residents and Non-residents are issued cards good for 3 years. Educator cards good for 1 year. Adult Limited accounts expire 180 days from the date of issue. Juvenile Limited accounts expire 1 year after the date of issue.

### **Library Cards and Borrower Profiles**

The Kenton County Public Library issues cards to expedite basic transactions and to provide an access point into the patron account. Library cards are issued to borrowers so that the library is able to keep track of what materials are currently checked out, to whom materials are checked out, and when materials are due. Library accounts are a legal agreement between the borrower and the Kenton County Public Library.

The library employs different borrower profiles with various levels of access to materials and resources for users based on their application status. Expiration dates, limits, and other privileges or restrictions are directed by the borrower profile assigned to an account.

A borrower should present a valid physical or digital KCPL card to check out items. In the absence of a card, a valid photo identification may be used. Juvenile cardholders may have their account information verified verbally by a staff member.

Checkout is permitted if someone other than the card owner presents a valid KCPL card. The library will assume that the card owner has given permission for the card to be used.

Library accounts and cards that have expired or been declared inactive may be reactivated and used if the borrower presents valid information or identification.

In all cases, the library will try to ensure through reasonable means that the borrower is accessing the proper account. The library may suspend access privileges at any time to any borrower account at its own discretion if there is suspicion of abuse or identity theft.

## **Library Application Process**

Applicants for a library card will be required to provide proof of identification and current address. Staff members will enter information necessary to create a library account into computer software based on information given to them by applicants. Application forms may occasionally be used by the library in situations where direct access to the library computer software is unavailable. Applicants are required to sign their library card to activate their account.

### **Proof of Address/ID**

It is important that identification and current address is established as the library may need to contact patrons regarding their account. Additionally, the library sends notifications about fees, holds or material coming due soon based upon the address and contact information in the account.

### **Online Application Process**

Applications received online will be given the same borrowing privileges as applications received in person. A patron must provide appropriate identification in order for their account to have permissions to borrow items from the physical collection.

### **Teacher Card Application**

The library issues separate accounts to educators living and/or working in Kenton County who would like an account to use in conjunction with their school functions. Home school educators and day care workers are also eligible for a teacher account.

### **Student Cards**

The library issues separate accounts to students for all school initiatives or for teachers wanting their students to sign up for a card. Personal cards for children will still be obtained in the traditional fashion at the branches.

### **Name Changes**

Borrowers who legally change their names are required to provide photo identification with the new name before their accounts are updated in the library computer software.

### **Borrowers No Longer in System**

Expired borrower records are periodically purged from the library's database due to compliance with data retention standards.

### **Custody Issues**

Legal guardians for juvenile patrons will be updated in patron accounts as needed.

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## **Items**

### **Item Loan Periods**

Loan periods are established by the library to provide a suitable amount of time for patrons to enjoy materials while also seeking to ensure that others who wish to borrow that same item can do so in a reasonable amount of time. Staff in charge can adjust loan periods if borrower needs warrant changes.

Loan periods are the same for most borrower profiles. Loan periods may vary in some cases due to delivery schedules and school use demands. Item return dates will be available to patrons through printed receipts, online account information, or verbal communication with staff. Loan periods will be adjusted when the library is closed due to holiday, weather, or emergencies.

### **Item Type Loan Limits**

The library may, at its own discretion, limit the number of items allowed to be borrowed due to demand or to the size of the collection.

### **Item Renewals**

Renewals are permitted by the library to accommodate borrowers who need extra time to enjoy an item. The library may, at its own discretion, limit the number of renewals allowed on items. Renewals are automatically given for items that can be renewed unless an item has been placed on request by other library patrons or if an item reaches its renewal limit. Fees may be assessed for items that cannot be renewed or that are not returned or renewed by their proper due date.

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## **Circulation Functions**

### **Check Out**

The library is responsible for ensuring that all items are in a condition suitable for circulation at the time of checkout.

The library is not responsible for damage to personal property incurred in using library materials.

The borrower is responsible for ensuring that he/she is aware of all items charged to his/her account during the current or prior visits. The borrower is responsible for the due dates of all items charged to his/her account.

A physical card, digital card, or valid photo identification is required to borrow materials. In the event that the library is unable to access its live ILS database, a physical or digital card is required to borrow materials. No other verification of the account is possible.

### **Check In**

Library staff is responsible for making sure that all items are in a condition suitable for continued circulation prior to check in when items are returned to the library. Damaged items, items returned with missing pieces, or items returned with pests may not be removed from the borrower's record until the matter is resolved.

Items that belong to a library other than KCPL will be shipped by mail or courier to the appropriate library. The library assumes no responsibility for items returned to KCPL that do not belong to KCPL.

The borrower is responsible for KCPL items returned to other library systems.

The library is not responsible for personal items or materials mistakenly returned to our buildings.

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## **Collection and Borrower Issues**

### **Claims Return/Claims Never Checked Out**

Patrons may claim that they already returned items listed on their account or that they never checked out items listed on their accounts. The library conducts regular searches for items that are 'claims returned' or 'claims never checked out.'

The library reserves the right to limit the number of items that a patron can declare as 'claims return' or 'claims never checked out' at any time or to restrict this option entirely.

### **Lost or Stolen Materials**

The library automatically declares material as lost after the items have been overdue for a set period or earlier per a borrowing agreement. Borrowing privileges are suspended for any borrower who has charges for lost materials or fees that exceeds \$20 in their record.

Materials that have been declared lost do not continue to accrue fines. No fines for lost materials will be charged in addition to the replacement cost of the material. Materials lost by the borrower are subject to charges set by the library. Such charges are ordinarily contained in the library's computer records and automatically appear when the material is declared lost. If an item has no replacement cost recorded, the library will determine an appropriate replacement cost.

Borrowers may be responsible for the full replacement cost of such items.

The library may replace lost materials at its own discretion. The library is under no obligation to replace an item that has been paid for by the borrower.

Borrowers will be mailed a bill for lost materials.

Materials that have been declared 'lost and paid' become the property of the borrower. Records on materials that are 'lost and paid' will be removed from the system.

If library materials are lost due to theft or a man-made or natural disaster, the patron may request that any fees associated with the loss be waived. Staff in charge may request verification of loss. If the borrower wishes to reimburse the library through compensation received through insurance, the library may provide a bill for the borrower to give to their insurance company.

### **Damaged Materials**

It is the library's responsibility to ensure that all materials are in good condition before they are made available for circulation. A borrower who returns material in a condition that prohibits further circulation (when that condition was not caused by normal wear and tear) will be charged appropriate fees for the repair or the replacement of the materials. Materials no longer suitable for circulation will be withdrawn from the library's collection. Such determinations are made at the library's discretion.

The full list cost may be charged for materials that are determined to be no longer suitable for circulation. Such items will be marked 'lost' in the library computer system. Items that are fully paid for become the property of the borrower. Materials that borrowers have not elected to recover from the library will be discarded 30 days after being paid.

Items that are returned missing an integral part will be treated as lost. The borrower may be responsible for fees that accrue for items that are returned in an unusable condition.

If an item with multiple parts (e.g., an audiobook with multiple discs) is damaged, the full replacement cost of the item may be charged if the library cannot replace the part that has been lost or damaged

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## **Fees**

### **Fees**

Fees are used by the library in conjunction with due dates to encourage borrowers to return items in a timely manner so that they can be used by other patrons. Borrowers who have fees that exceed \$20 may have borrowing privileges suspended. The library reserves the right to suspend borrowing privileges whenever unpaid fees are present on the borrower's account or they are found in breach of other policies such as the code of conduct.

## **Payment**

The library will accept payment for fees, or charges in United States currency. Personal checks, cashier's checks and money orders may also be used. The library may also accept payment in the form of credit and debit payments. All payment must total the exact amount of fees and charges. Payments will be entered into the cash register and the appropriate bills will be eliminated from the borrower record.

Payment for fees and charges are retained in the borrower record and can be accessed by staff for verification.

Patrons are responsible for fees paid for with an unprocessed check. Checks will no longer be accepted as a form of payment from a borrower if a check is returned to the library. If the library is assessed a

fee from its financial institution for processing the check, that fee will be applied to the patron's account.

No gifts, donations or replacement of lost/damaged items will be accepted in lieu of payment. Exceptions may only be made by a Division Manager, Branch Manager, or Library Director. The library may offer incentives to encourage the return of materials.

## **Refunds**

The library will refund all charges, fines or fees paid by a borrower when it is determined that the library was at fault. Refunds of charges paid by credit/debit should be credited back to the card used in the original transaction.

Refunds will be given for "lost and paid" items that are credited to the account upon checking in the item. Refunds for items require proof of payment (via patron account records or a receipt of payment).

The library reserves the right to purge item records after being in 'lost' status for three years. Items no longer in our records will not be refunded.

## **Materials Recovery Service**

KCPL may contract with a collection agency to recover long overdue materials and collect on account balances of more than \$50. Any borrower that has non-returned material for 75 days or a balance of more than \$50 may be referred to the contracted collection agency. A collection fee is applied to all accounts turned over to a collection agency which shall be used to recoup the cost of sending an account to collections. Borrowing privileges are suspended for all borrowers sent to collections until all appropriate fines or fees have been paid in full or the overdue materials are returned, and the remaining balance paid.

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## **Holds and Item Requests**

### **Holds**

To better serve its users, the library allows borrowers to place requests on most materials. Borrowers can be notified that the item is being held for them by the library's automated telecommunication system, text, or email.

The library may limit the number of requests per patron. The library will set a reasonable period of no less than three days for an item to remain on hold. Days that the library is closed will not be counted.

### **Suspended Holds**

Borrowers may wish to place a hold for an item but may not wish for the hold to be filled immediately. For this situation, holds can be suspended. The suspended hold will proceed normally through the item hold queue list but must be set to activate by the patron or by library staff in order for the request to be captured for hold. The hold will be processed in the normal manner once a suspended hold has been activated.

## **Book Drops and Drive-up Windows**

The library maintains book drops and drive-up window access for the convenience of patrons.

The library assumes no responsibility for material(s) placed outside of the book drop. Materials returned when Kenton County Public Library is closed will be checked in as if they had been returned on the previous day the library was open.

## **Inventory and Collection Maintenance**

The library conducts regular inventory and other collection maintenance tasks to ensure accuracy of collection records.

## **Intra-branch Delivery**

The library maintains an intra-branch delivery system for the convenience of its borrowers and for the expedience of its own operations. The delivery system allows borrowers to request, return and have materials transferred from any branch of the library system. While deliveries are usually regular and reliable, they are not guaranteed in any way.

Supplies and other materials that can be reasonably transported by means of the delivery system will be transported by this system.

## **Interlibrary Loan**

Interlibrary loan is the process by which a library requests material from, or supplies material to, another library. The Kenton County Public Library reserves the right to deny or restrict borrowing requests of certain types and decline filling of requests at its discretion.

In interlibrary loan transactions, the Kenton County Public Library:

- Will protect the library user's right to privacy and confidentiality in interlibrary loan matters.
- Will make available as much of its collection for borrowing as possible and contribute their holdings to bibliographic entities to facilitate discovery and aid in electronic requesting.
- Will be accountable and responsible for items borrowed from other libraries and will seek the prompt return and/or payment of items loaned to its patrons.

This service is provided only to library cardholders in good standing and currently residing in Kenton County. This service may be suspended at any time at the library's discretion.

The library reserves the right to limit the number of interlibrary loan requests.

KCPL makes every attempt to borrow materials from other libraries free of charge and loans materials to other libraries at no cost to the patron. If borrowing from a free lending library is not available, ILL staff will contact the patron about the charges before a request is placed.

Material obtained from other libraries and loaned to KCPL patrons are subject to the rules and restrictions of the lending library.

KCPL patrons are responsible for payment of all fines/fees which are incurred during the borrowing of an item from another library. This includes charges for items lost or damaged and any associated processing fees that may be assessed by the loaning agency. Unpaid fines and fees will be applied to the patron's KCPL record and may result in loss of other library privileges until resolved.

*Procedures approved by the library's administration team on April 5, 2022.*