Circulation & Borrowing Policy

The Geneva Public Library ("GPL" or "the Library") is a member of the OWWL Library System (OWWL), a New York State-chartered cooperative public library system serving the forty-two public libraries in Ontario, Wayne, Wyoming, and Livingston counties. The Library applies the same privileges, responsibilities, and fees to all OWWL 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 an OWWL cardholder.

1. Registration

A person may register for a library card at the Library or online.

In-person applicants must present photo identification [See *Appendix A*], and complete the Library's registration form. By signing the registration form, applicants attest 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.

Those registering for a library card online will have borrowing privileges limited to online resources unless they come to the Library and present a photo ID, at which time full borrowing privileges will be enabled. Accommodations may be made for those physically unable to come to 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. [See *Appendix C*]

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

Cardholders are only allowed one OWWL card in their name. Upon application for a library card, the Library will verify that the applicant does not already have a card with

OWWL. If the Library finds that an applicant has a pre-existing OWWL account, the applicant must update the information on the account and pay any outstanding fees over $5.

If any patron is found to have multiple OWWL accounts, those accounts, along with all fees, items, and holds associated with them, will be merged into the most recent record. The Library will document any evidence used to verify the multiple accounts and place a note in the patron's merged record identifying the evidence. The Executive Director ("the Director") will be the sole arbitrator in instances where a patron wishes to challenge the finding.

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

1.1 Youth Registration (ages 0 – 17)
Children ages 0-17 may obtain a library card. The child must be present at the time of registration.

For ages 0-9, a parent or legal guardian must be present at the time of registration. The parent or legal guardian must present a valid form of identification [See *Appendix A*], sign the registration form, and print the child's name on the back of the library card. Upon signing, the parent/guardian assumes financial responsibility for all materials and any fees incurred through the use of the child's card.

The Executive Director and Youth Services Librarian retain the right to modify the registration process.

1.1.1 Card Registration by Unaccompanied Minors
Minors ages 10-17 with a valid form of ID [See *Appendix A*] may register for a library card without a parent or guardian present.

At the discretion of Library staff, unaccompanied minors who do not have a valid form of ID may obtain a library card. This may occur during school visits, for school assignments, or in cases where parents or guardians are unable to visit the library in person.

1.2 Online Library Card Registration
OWWL's online library card registration system enables all full and part-time residents of Ontario, Wayne, Wyoming, and Livingston Counties, as well as any person who attends school or pays property taxes in these counties, to obtain a library card via a Self-Registration Form located on the OWWL website.

Library cards obtained through online registration give cardholders six months of access to all OWWL digital resources and the ability to place holds on physical library materials. The Library requires that registrants provide further proof of identity in-person before they are allowed to borrow physical library materials.

Exceptions may be made for those physically unable to come to the Library.

2. Borrowing Privileges & Responsibilities

Regardless of age, any cardholder may borrow any circulating item in the Library's collection.

Patrons are required to present their OWWL library card or photo ID when borrowing materials. Library staff reserve the right to verify a patron's identity using multiple personal identifiers to borrow 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 OWWL account, or by calling the Library.

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

Loan periods and the number of renewals are determined according to material type, demand for the material, appropriateness of use, and value of the material. [See *Appendix B*]

2.1 Returning Items

Unless noted, all items owned by any OWWL library may be returned to any OWWL library.

Items owned by a library outside of OWWL that were not obtained through interlibrary loan should not be returned to GPL. Patrons who 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.

2.2 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. The Library's circulation software automatically renews borrowed items on their due date unless the restrictions noted above are present. Library accounts with valid email addresses will receive notifications regarding automatic renewals.

Renewals are granted for the length of the item's loan period based on the calendar date on which the item is renewed [See *Appendix B*]. Patrons are prohibited from returning an item and then immediately checking it out again, but may request to have their loan period extended for special circumstances at the discretion of Library employees.

2.3 Overdue Notices
All OWWL libraries are required to provide patrons with two formal overdue notices indicating that they have not returned an item: the first at 14 days overdue and the second at 28 days overdue. GPL reserves the right to send out additional notices and to vary the format for dispensing the notices, with the exception of the bill notice, which will be mailed.

Items will be automatically marked lost at 35 days overdue.

2.4 Holds
GPL patrons have access to the collections of the other 41 libraries in the OWWL Library System. Patrons may request library materials in person, by telephone, or online from other OWWL libraries. When a hold has been placed, the items requested will be delivered to their library of choice free of charge.

In person, a patron must present their library card or photo ID to place a hold. Online, one may place a hold with their library account username and PIN number. By phone, a patron must provide their card number, or their name and an additional identifier matching the information on their account (i.e. address, phone number, email, date of birth).

Items will be held for no more than one week after the patron has been notified of the availability of the item. After one week, if the patron fails to contact the Library to make other arrangements, the hold will be canceled and the item returned to circulation.

Holds will not be fulfilled on patron accounts with fees greater than $5.00.

The Library reserves the right to cancel holds which are unable to be fulfilled.

2.5 Out-of-System Interlibrary Loan

Any registered cardholder in good standing (not exceeding the maximum number of overdue items or the maximum fee threshold of $5.00) may request materials not available in the OWWL catalog through the out-of-system interlibrary loan (ILL) process. Contact the GPL's Reference Desk to make a request.

3. Patron Accounts

3.1 Library Card Expiration and Account Updating

Patrons must call or visit the Library to update any changes in their phone number, email address, mailing address, or any other contact information associated with their library account.

Library cards expire every two years. Patron information must be updated so that the Library can maintain accurate patron contact information. To renew the card in person, a patron must present their library card or photo ID; to renew over the phone, a patron must relay their library card number, or their name and an additional identifier matching the information on their account (i.e. address, phone number, email, date of birth).

Patrons who have lost their library card must replace their card before the account information is renewed.

Patrons who have legally changed their name must visit the Library to update their Library account and present updated identification.

The Library reserves the right to request that a patron complete a new registration form.

3.2 Authorized Users

Patrons are able to grant other people access to use their account by adding them as authorized users. Permissions include the ability to place holds, pick up holds, obtain circulation information, and check out items. The Library also considers access to and payment of a patron's fees as authorized permissions. Authorized users can be added or removed at any time by the cardholder.

3.3 Online Account

All patrons have an online account. To sign in, the patron must have their library card number or username, and PIN. Patrons can use their account to view the current status of their items, place holds, renew items, and set preferences for their account and circulation history.

To access the OWWL Library System's digital collections, the same account information will be needed to log in.

3.4 Resetting PINs

A PIN is required to access the OWWL online account and the digital collection. Patrons with an email address on file may reset the PIN themselves through the online account login page. Patrons may also contact the Library to reset their PINs by providing their library card number, or their name with one additional identifier matching the information on their account (i.e. address, phone number, email, date of birth).

3.5 Confidentiality of Patron Accounts

The Library complies with New York State Civil Practice Law & Rules (CVP) CHAPTER 8, ARTICLE 45. § 4509 regarding the confidentiality of patron records. View the library's Confidential Library Records Policy for more information.

3.6 Patron Account Retention

Patron accounts are deleted for inactivity in accordance with OWWL Library System policy:

> *Expired accounts marked inactive*
> *Patron accounts that have been expired for more than 3 years will be marked "Inactive" automatically by the system. The accounts will be flagged with an Alert stating the reason for being marked inactive, and remain in the database should the patrons return to the library.*
>
> *Deleting expired accounts*
> *Patron records that have been expired for 6 years will be deleted, including outstanding bills.*

In order to maintain patron privacy, the Library shreds paper registration forms once employees have confirmed the patron's information.

4. Fines and Fees

The Geneva Public Library is a Fine-Free library, in that all items borrowed from the Library are exempt from late fines. This includes items that are sent to GPL from other libraries. The following exclusions apply:

- Items initially borrowed at GPL but renewed or returned at libraries without fine-free programs.
- Particular GPL items noted to have late fees, such as Central Library hotspots.

The Library's fine-free rules may be revoked at the discretion of the Board of Trustees ("the Board").

All patrons are responsible for any fees related to damaged or lost materials. The current rates for fines and other charges are listed in *Appendix C*.

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

Payments received for lost items or damaged materials owned by an OWWL library other than the Geneva Public Library are transferred to the owning Library. GPL retains payments received for lost or damaged materials owned by this Library.

4.1 Contesting Fees

Patrons wishing to contest fees on their library account must do so in person at the Library. The Executive Director has ultimate discretion over fees.

Patrons contesting fees on the grounds of hospitalization, theft, or any other event outside of the patron's or the Library's control may be asked to provide documentation of the event, including, but not limited to, a copy of a police report, redacted hospital bill, or doctor’s note.

Fees for damaged or lost items owned by another library must be contested at the owning library. GPL can provide patrons with the contact information of the owning library.

4.2 Replacement Copies

In the case of loss or irreparable damage to GPL materials, the cardholder will automatically be charged the original price of the item.

At the patron’s request, the Library employee who purchases such items may work with the patron to see if the lost or damaged item, with the same format and international standard number, is available for purchase from a library vendor. If the item is available for less than the original price, the Library will amend the fee to the lowest cost. No refunds for previous payments will be granted, nor can the Library guarantee a timeframe within which the review may be conducted.

The Library will not accept replacement copies of items that were not purchased or otherwise acquired by Library employees.

Patrons who lose or damage items not owned by GPL must contact the owning library to discuss any replacement or payment that is different from the automatically charged

fee.

4.3 Claimed Returns
In such instances where a patron notices an item still on their record that they believe was returned, they should contact a Library employee. GPL or the owning library will look for the item on their shelves. If the item is located, all fees on the patron's record associated with that particular item will be forgiven.

If the item is not located within the library system, discretion for whether the fees should be forgiven or upheld falls to the owning library.

4.4 Refunds
The Library does not issue refunds for lost or damaged items that have been paid for by patrons. Once paid for, these items are considered the property of the patron.

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Appendix A
Identification

Valid Forms of ID

Persons (age 10 and older) applying for a library card are required to present one form of valid photo identification. The following items will be accepted by Library employees as valid forms of identification. This list is not limited; a photo ID is defined as an item containing a photo of the applicant, with first and last name of applicant.

- Driver's License
- State Identification Card
- Student Identification Card
- Child Safety Card
- Military Identification Card
- Social Service Card
- Passport

Appendix B
Loan Periods & Checkout Limits per Library Account

Material Type	Loan Period	Number of Renewals	Checkout Limits
New Adult Books	2 weeks	2	99 items
Books	3 weeks	2	
Audiobooks	3 weeks	2	99 items
Videos	1 week	2	7 items
Videos (series)	3 weeks	2	
Video Games	2 weeks	1	1 item
Music	3 weeks	2	10 items
Magazines	3 weeks	2	99 items
Activity Kits	2 weeks	2	2 items
Hotspots	1 week	0	1 item
Empire Pass	1 week	0	1 item

Appendix C
Fee Schedule

Fee	Fine/Cost
Lost Item Fee	Original purchase price of item
Excessive Damage Fee	Original purchase price of item
Lost Card Replacement Fee*	$1.00 combo / $.50 single card

* The lost card replacement fee will only be applied if there is an excessively high frequency of replacement cards requested by a patron.