

Wayland Free Library Circulation Policy

The Wayland Free Library is a member of the Southern Tier Library System (STLS), a New York State-chartered cooperative public library system serving the forty-eight public libraries in Allegany, Chemung, Schuyler, Steuben, and Yates counties. The Library applies the same privileges, responsibilities, and fees to all STLS cardholders, no matter which STLS library originally issued their library card.

The Library maintains a Circulation Policy and applicable procedures to ensure that all patrons are provided with consistent and equitable services from Library staff members and that every patron has clear expectations of their rights as a STLS cardholder.

1. Registration

Applicants must supply identification and complete and sign the Library's registration form. By signing the registration card, applicants certify 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 Wayland Free Library. Online patron card registration is also available at <https://starcat.stls.org/custom/web/registration/index.html>

Cardholders are responsible for the safekeeping and use of their card, including all fines for lost or damaged items charged to their account, unless the card has been reported lost or stolen. Lost cards should be reported to the Library immediately to be replaced free of charge. All lost cards will be marked inactive.

The Library will not provide, verbally or in writing, a patron's library card number in lieu of replacing a lost card. Cards damaged by regular wear and tear may be replaced by the Library at no cost to the patron.

Cardholders are only allowed one STLS library card in their name. Upon application for a library card, the Library will verify that the applicant does not already have a card within the STLS system. If the Library finds that an applicant has a pre-existing STLS account, the applicant must update the information on the account, take care of any outstanding charges over \$20.00 before a new card will be issued.

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

1.1 Youth Registration (ages 0 – 17)

A parent or guardian may obtain a library card for their child by providing a valid form of identification and signing the registration card. Upon signing, the parent/guardian assumes responsibility for all materials and any fines incurred through the use of the child's card. The child must be present at the time of registration.

Youths ages 11-17 unaccompanied by a parent/guardian may obtain a library card by presenting appropriate identification.

The Library Director and Youth Services Librarian retain the right to modify the registration process for youths in situations where the above policy does not apply.

2. Borrowing Privileges & Responsibilities

Any cardholder, regardless of age, may borrow any circulating item in the Library's collection. Patrons are required to present their Wayland Free Library card when borrowing materials.

All cardholders reserve the right to have a receipt, printed by request, that lists the due dates for their items. Item due dates may also be accessed via the patron's email, online STAR CAT account, or by calling the Library.

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

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

2.1 Returning Items

Unless noted, all items owned by a STLS library may be returned to the Wayland Free Library.

Items owned by a library outside of STLS that were not obtained through interlibrary loan should not be returned to the Wayland Free Library. Patrons that 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 slot on the Scott Street side of the building for our patrons' convenience

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 is configured to automatically renew borrowed items 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 Loan Period Appendix]. 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 staff.

2.3 Overdue Notices

The Wayland Free Library will provide patrons with two formal overdue notices indicating that they have not returned an item. If the patron has a valid email address on record, they will receive an email notice a first notice, at two weeks overdue via email. The second notice will be mailed to the patron at three weeks overdue. The Wayland Free Library reserves the right to send out additional notices and to vary the format for dispensing the notices.

Items that have not been returned after 64 days will automatically be assumed lost and the patron's account will be charged for the replacement cost of that item.

2.4 Holds

Patrons of the Wayland Free Library have access to the collections of the other 47 libraries in the Southern Tier Library System. Patrons may request in person, by telephone, or online, materials from other STLS libraries to be delivered to their library of choice. Patrons must have their library card if placing the hold in person, or their card number and PIN if placing the hold online.

Items will be held for no more than one week after the patron has been notified of the availability of the item.

Although their holds will be fulfilled, patrons with an account with fines greater than \$20.00 will be unable to borrow the items. The Library reserves the right to cancel holds that are older than six months and have not been fulfilled.

2.5 Interlibrary Loan

Any registered cardholder in good standing (not exceeding the maximum number of overdue items or the maximum fine threshold of \$20.00) may request materials not available in the STLS catalog, through the interlibrary loan (ILL) system.

3. Patron Accounts

3.1 Library Card Expiration and Account Updating

So that the Library can maintain accurate contact information of our patrons, library cards are set to expire one year from the date of initial registration or the date of a card renewal. Cards may be renewed in person or over the phone.

When renewing a library card, a patron will be asked to provide their current address, phone number, and email address. If the information provided differs from what is currently in the account, the patron's record will be updated.

3.2 Online Account

All Southern Tier Library System cardholders have access to an online account. To sign in, users must have their library card number and PIN. Patrons can use their account to view checkouts and holds, place holds, renew items, change their contact information, and set preferences for their account and circulation history.

3.3 Resetting PINs

A PIN is needed to access the STLS (STAR CAT) online account as well as the digital collection. Patrons with an email address on file may reset the PIN themselves through the online account login page. Patrons may reset their PINs via the phone 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).

3.4 Confidentiality of Patron Accounts

The Library complies with New York State law regarding the confidentiality of patron records. The law states: “Records related to the circulation of library materials which contain names or other personally identifying details... 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.”

Library staff members will not discuss a patron’s record of loans, holds, renewals, or fines with anyone other than the patron or with other library staff members, except to the extent necessary for efficient and effective service to the public.

3.4.1 Confidentiality of Youth Patron Accounts

Library staff members will not discuss a youth patron’s record of loans, holds, or renewals unless it pertains to the payment of fines

4. Fines

Most items borrowed from the Library by all patrons are exempt from overdue fees. This includes items sent to the Wayland Free Library from other libraries. The follow exclusions apply:

- Items borrowed at the Wayland Free Library but subsequently renewed at libraries without fine free programs.
- Items sent to the Wayland Free Library from other libraries that have fine restrictions that supersede Wayland’s fine free settings (such superseding restrictions are rare).

All patrons are responsible for any fines related to damaged or lost materials.

The Library’s fine free rules may be revoked at the discretion of the Library Board.

Cardholders reserve the right to receive a copy of a receipt for all payments or reductions in fines, excluding voided fines. Cardholders are responsible for requesting a copy of a receipt

at the time of the transaction.

Payments received for lost items or damaged materials, fees, or fine payments made at Wayland Free Library are retained by Wayland Free Library.

4.1 Contesting Fines

Patrons wishing to contest fines on their library accounts must do so in person at the Library. Ultimate discretion for the voiding of fines falls to the Library Director. Patrons contesting fines on the grounds of hospitalization, theft, or any other event outside of the control of the patron or the Library will be asked to provide documentation of the event, including but not limited to a copy of a police report, hospital bill, or doctor's note that verifies the date of absence.

Fines for damaged or lost items owned by another library must be contested at the owning library. The Wayland Free Library can provide patrons with the name and contact information for the owning library of an item.

4.2 Replacement Copies

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

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

Patrons who lose or damage items originally owned by a STLS library besides the Wayland Free Library 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 cardholder notices an item still on their record that they believe was returned, they should contact a Library staff member. The Wayland Free Library or owning library will look for the item on their shelves. If the item is located, all fines on the patron's record associated with that particular item and loan period will be voided.

If the item is not located within the library system, discretion for whether the fine should be voided 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.

5. Policy Amendments

This policy may be amended by the Board of Trustees at any time. The Library reserves the

right to suspend or modify the limits noted in this policy in advance of a vote by the Board of Trustees to account for responses to emergencies or system-wide policy or technical changes outside of our control. Such modifications will be communicated to patrons via our website.

Loan Periods Appendix

Loan Periods and Renewals

Material Type	Loan Period	Number of Renewals*
New Adult Books	2 weeks	1
Books	3 weeks	2
Audiobooks	3 weeks	2
DVDs/Blu-Rays	1 week	2
New DVDs/Blu-Rays	1 week	0
Magazines	3 weeks	2
Toys, Games, Activity Kits	3 weeks	2
Yard Games	1 week	0
Empire Pass	1 week	0

*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. Renewals are granted for the length of the item's loan period based on the calendar date on which the item is renewed.

Checkout Limits (per account)

Total Items	50
Books, Audiobooks, Magazines	50
DVDs/Blu-Rays	7
Toys, Games, Activity Kits	4
Yard Games	2
Empire Pass	1

Adopted by the Board of Trustees: November 15, 2021