

CIRCULATION POLICY MANUAL | UCB | UNIVERSITY LIBRARIES

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I. General Circulation Information

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A. Purpose of this Manual

The purpose of this Circulation Policy Manual is to present guidelines for maintaining accurate, efficient, and consistent service procedures throughout the University Libraries.

Individual branch libraries may have policies that apply to particular materials or patrons in addition to those described in this manual. Please check with the Branch Librarian or the Head of Circulation in Norlin Library for final clarification of policies.

The Manual may be used for staff orientation, decision-making, and reference. It should also serve as the basis for any policy interpretation.

B. Circulation Policy Committee

1. Function of the Committee

The Circulation Policy Committee considers new policies as well as reviews standing policies as requested by the Associate Director for Public Services or upon written request submitted to any committee member. The Committee will convene as needed to consider policy requests.

The Circulation Policy Committee is responsible for the maintenance of the Circulation Policy Manual.

2. Reporting

The Circulation Policy Committee reports to the Associate Director for Public Services.

3. Membership

The Associate Director for Public Services appoints the members of the Circulation Policy Committee and designates the Chair of the Committee. The Chair requests review of the membership of the Committee and distribution of letters of appointment or reappointment at the beginning of each calendar year. The Committee should retain at least half of the committee membership annually.

The membership will consist of at least four and no more than eight members and will always include the Head of Circulation Services. It is recommended that other members of the committee be chosen to represent some or all of the following groups: students; external library branches; Technical Services; Circulation Services staff; internal (Norlin) branches.

C. Confidentiality of borrower records

The State of Colorado has enacted legislation to protect library records from disclosure. As a consequence, it is illegal to divulge information concerning a patron's borrowing records, financial history with the library, or any name/address information contained in the patron database.

Such information may only be released to another individual or organization upon written consent from the patron. The written notification must be dated and include the name to which the information is to be released and the specific information that is to be released.

1. The Colorado statute is reproduced below:

24-90-119. Privacy of user records

(1) Except as set forth in subsection (2) of this section, a publicly-supported library or library system shall not disclose any record or other information which identifies a person as having requested or obtained specific materials or service or as otherwise having used the library.

(2) Records may be disclosed in the following instances:

- (a) When necessary for the reasonable operation of the library
- (b) Upon written consent of the user
- (c) Pursuant to subpoena, upon court order, or where otherwise required by law

(3) Any library or library system official, employee, or volunteer who disclosed information in violation of this section commits a class 2 petty offense and, upon conviction thereof, shall be punished by a fine of not more than three hundred dollars.

Source: L. 83, p. 1023, 1.

Examples of record requests that must not be honored are:

1. A request for the name of the person who has checked out a particular item.
2. A request for the circulation records of a faculty, student, staff or other library cardholder by someone else.
3. A request to review the circulation records of a student suspected of plagiarism.
4. A request for an address, phone number, I.D. number or other information contained in the patron database.
5. A request to see a list of individuals who are not members of the university community but who have been granted library-borrowing privileges.
6. A request by a parent for information such as fines or other fees owed by a student to the library without the student's permission.
7. A request from law enforcement authorities for the identity of anyone conducting research or charging out books on a particular subject.

2. Notes Added to Borrower Records

Informative notes may be added by Libraries staff in the note field of borrower records. Some examples might be: notes on fine negotiation, patron behaving in inappropriate manner, etc. These notes must be available to the borrower upon request. Notes must be signed and dated by the staff member. If necessary, documentation to substantiate the notes should be retained by the staff member. Any anonymous notes will be deleted upon discovery.

D. Requirement of Social Security Numbers

Social Security numbers are no longer used for identification for any library user.

E. Requirement of Photo ID, Public Patron Card, or Proxy Card with Photo ID

The only time books can be charged to an account is when the person presents a valid Buff One card (CU ID), photo ID, a public patron card, or a valid Proxy card with a photo ID of the person to whom it is assigned. It is not appropriate to charge books to an account based only upon a note from another individual. Self checkout machines require a Buff One card or public patron card with a magnetic strip that can be read by the machine.

F. Services for the Disabled

Retrieval of books or other library items from the stacks is offered at all hours as a courtesy to our disabled patrons. Other services are also available, but these vary depending upon differing capacities of Library Departments and Branches. If services are needed or if a patron has any questions or suggestions, they should be referred to the Associate Director of Public Services at 303-492-6897.

II. Library Borrower Types

A. University of Colorado

1. Faculty and Staff
2. Proxy Cards
3. Students
 - a. Graduate
 - b. Undergraduate
 - c. Special Students
 - d. Students at Other UC Campuses: UCCS, UCD, UCHSC
4. Institute/Workshop Participants
5. University Affiliates
6. UCB Alumni Association
7. Friends of the Libraries
8. Visiting Scholars

B. Public and Other Academic Borrowers

1. Colorado Residents
2. Other Colorado Colleges

A. University of Colorado

University borrower types are determined by the UCB registrar and accounting offices. Individuals who qualify for more than one borrower category will receive the highest level of privileges.

1. Faculty and Staff

University of Colorado, Boulder faculty and staff are given identical circulation privileges.

Faculty status is given to those who have current faculty appointments and are paid by the University of Colorado payroll office or by contracts or grants. These appointments may be permanent or temporary. Temporary appointments may include, but are not limited to, guest lecturers, visiting faculty, and other short-term appointments. The Libraries receive weekly file loads of faculty from the University Enterprise Directory. We do not receive information on faculty in any “sponsored” or “affiliate” subdirectories.

While we will register sponsored faculty manually at the main library and extend checkout privileges, certain services such as Interlibrary Loan require that the faculty member exist in the Enterprise Directory. Departmental liaisons are responsible for setting up their faculty in the directory. Library personnel do not have the authority to do this.

Staff employed by the University of Colorado, Boulder are automatically registered with the Libraries if they are on the University payroll for a 50% or more appointment. The appointment may be permanent or temporary.

Spouses, surviving spouses, and domestic partners of University of Colorado, Boulder faculty and staff may apply for a public patron card at no charge. Application must be made at the Norlin Circulation Desk by filling out the appropriate form. Library privileges will be the same as those of public patrons.

Borrowing privileges: <http://ucblibraries.colorado.edu/circulation/patrons/public.htm>

Faculty and staff employed at other University of Colorado campuses receive the same privileges as Boulder campus faculty and staff. Faculty from other campuses are automatically registered. Staff from other campuses should present a University ID at the main circulation desk (Norlin) in order to be registered in the Library system (Chinook).

Borrowing privileges: http://ucblibraries.colorado.edu/circulation/patrons/faculty_staff.htm

2. Use of Proxy Cards

Only faculty and staff of UCB may authorize a representative to check out materials on his or her account. A Proxy card will be issued upon presentation of a signed letter on letterhead stationary which states the representative's name and ID#, and the professor's name and ID#. Proxy cards are valid for one semester and may be renewed at the written request of the faculty or staff member.

The authorizing faculty or staff member assumes full responsibility for any library transaction made by the proxy in his or her name. This will include, as well, any penalties earned for failure to return recalled books, lost or damaged materials, etc.

3. Students

a. Graduate

Graduate status is given to tuition or fee-paying students who are currently enrolled in a graduate degree program at UCB. Graduate students attending the Boulder campus are automatically registered with the library.

Borrowing privileges: <http://ucblibraries.colorado.edu/circulation/patrons/graduate.htm>

b. Undergraduate

Undergraduate status is given to tuition or fee-paying students who are currently enrolled in an undergraduate degree program at UCB. Undergraduate students attending the Boulder campus are automatically registered with the Libraries. Undergraduate students from other University of Colorado campuses receive the same privileges as Boulder campus students. However, they must register at the main circulation desk (Norlin). If you have questions concerning your status, please contact the circulation desk at Norlin.

Borrowing privileges:

<http://ucblibraries.colorado.edu/circulation/patrons/undergraduate.htm>

c. Special Students

Special Students include those enrolled in Continuing Education, the SAVE program, Economic Institute, the International English Center, and senior auditors. Most special students are registered with the Libraries automatically. If you have questions concerning your status, please contact the main circulation desk (Norlin).

Borrowing privileges: <http://ucblibraries.colorado.edu/circulation/patrons/special.htm>

d. Students at Other UC Campuses: UCCS, UCD, UCHSC

Students at the Auraria, Colorado Springs and Health Sciences may borrow books using their UC ID, but must register first at the main circulation desk (Norlin).

Borrowing privileges: http://ucblibraries.colorado.edu/circulation/patrons/uc_students.htm

4. Institute/Workshop Participants

Participants in institutes and workshops are eligible for short-term privileges at the Libraries. Depending upon the arrangements that have been made in advance, you will either be included on a list of participants provided by the Institute/Workshop Director, or you may be required to provide proof of registration in the program. In either case, you must present a photo ID at the main circulation desk in Norlin Library.

Borrowing privileges:

http://ucblibraries.colorado.edu/circulation/patrons/institute_workshop.htm

5. University Affiliates

Affiliates of the University of Colorado are designated by the Chancellor's Office. To apply for Affiliate privileges, you must have proof of employment from one of the Agencies on the current Affiliates List.

Borrowing privileges: <http://ucblibraries.colorado.edu/circulation/patrons/affiliates.htm>

6. CU Alumni Association

Alumni Association Members are dues paying members of the University of Colorado, Boulder, Alumni Association. Members must present current Alumni Association membership card to the main circulation desk (Norlin). The Alumni Association Member must also be a Colorado resident to be granted borrowing privileges.

Borrowing privileges: <http://ucblibraries.colorado.edu/circulation/patrons/alumni.htm>

7. Friends of the Library

Colorado residents 18 and older, who are not currently affiliated with the University of Colorado, are eligible to join the Friends of the Libraries organization. A Friends membership includes privileges which exceed those of Public Patrons.

Borrowing privileges: Silver: /circulation/patrons/friends_silver.htm; Gold: /circulation/patrons/friends_silver.htm; Platinum

8. Visiting Scholars

Students and faculty from universities outside of Colorado may obtain a Visiting Scholar card upon presentation of a letter from a qualified UCB academic sponsor and a photo ID. Generally speaking, UCB academic departments do not issue such letters without having been contacted in advance by a counterpart at the student's home university. Sponsoring letters should be presented at the main circulation desk in Norlin Library.

Borrowing privileges:
http://ucblibraries.colorado.edu/circulation/patrons/visiting_scholars.htm

B. Public and Other Academic Borrowers

1. Colorado Residents

Public patrons are those library patrons who register as citizens of the state of Colorado. A valid Colorado Driver's License or State of Colorado ID card must be shown at the time of registration with the library and all patrons must be at least 18 years of age. Applicants under the age of 18 must have a parent register jointly with them to ensure that responsibility for all debts incurred will be met.

As of July 1, 2005, the fee for a public patron card is \$75.00 (\$65.00 for those 65 and older) per year. A card will be issued.

The University Libraries will remain open to anyone who walks through our doors. Use of materials, including electronic databases, within the Libraries remains a free service.

2. Other Colorado Colleges

Staff, Faculty, and Students from other Colorado Academic Institutions which are State-funded receive privileges equivalent to Public Patrons, but are not charged for access to the UCB Libraries. Present your current Staff, Faculty, or Student ID at the main circulation desk in Norlin Library.

Borrowing privileges: <http://ucblibraries.colorado.edu/circulation/patrons/public.htm>

III. Loan Periods and Renewal

A. Loan periods

B. Renewal

1. Recalled or Hold Items
2. Renewal via the Web and by Telephone
3. Overdue Items

C. Books

D. Journals

E. Reserve

F. Non-circulating Materials

G. Atypical Materials

1. Music Library Special Policies
2. Science Library Special Policies
3. Maps
4. Media
5. Offsite Storage

A. Loan periods

Loan periods are determined by borrower type and/or item type. If the loan period of books would normally be past the patron's expiration date, the patron's expiration date becomes the date the books are due. Items that are recalled from a borrower will be due 14 days from the checkout date or 10 days from the date of the recall or on the scheduled due date if it is less than 10 days from the recall date. Items with multiple holds will have a shortened checkout period of 14 days.

B. Renewal

See Borrower Types for renewal privileges granted to each type of library borrower.

Patrons are responsible for knowing the due dates of library materials checked out in their names.

For more details, see Circulation's Services web page.

1. Recalled or Hold Items

Materials that have outstanding holds or recalls may not be renewed.

2. Renewal via the Web and by Telephone

Patrons may renew their own books via the web by using “My Chinook”, which can be found on the Chinook homepage. Items can be renewed by phone only by calling Circulation (303-492-7477) in Norlin Library. This is true regardless of the branch owning the material

3. Overdue Items

Items that are overdue by less than 90 days, and not recalled may be renewed according to patron type and restrictions stated above. Some items, like journals and short term check out items, cannot be renewed.

Items that are more than 90 days (30 days for short term check out) overdue and have been declared lost MAY NOT be renewed. These items must be physically returned. A non-negotiable billing fee of \$10.00 will be charged for items returned after they have been declared lost. This charge applies to **ALL** Library users.

C. Books

Books are checked out to qualified patrons for a time specified by the patron type. Please refer to description of privileges by patron type in Chapter II of this manual. Exceptions include those items that are classed as non-circulating.

D. Journals

Bound journals may be checked out for a period of 2 days to University of Colorado faculty, staff, graduate students and affiliates. Policies governing the circulation of unbound journals are set by individual Libraries departments. A patron may only have a maximum of 5 bound journals checked out at any time. Journals may not be recalled, held, or renewed.

E. Reserve

Items are placed on reserve for University classes at the request of the professor. These materials may consist of library materials or professors’ personal materials. Loan periods for this material are restricted to provide access to more users. Loan periods are: 2-hours (specify overnight or no overnight), 4-hours (specify overnight or no overnight), 24-hours, 72 hours. If an item having a 2-hour or 4-hour loan period is taken overnight, that item will be due the next operating day one hour after opening time. Holds and recalls cannot be placed on these items and they cannot be renewed. A patron may only have a maximum of 5 reserve items checked out at any time. This does not apply to reserve material in electronic format which does not check out in the traditional way.

F. Non-Circulating Material

Examples of non-circulating material are reference materials, rare or delicate books, and other material designated for use in the Libraries. Any request for exceptions should be referred to the departmental librarian.

G. Atypical Materials

Other circulating materials in the Libraries may consist of items such as sound recordings, software, videos, maps, etc. The policies governing these items are set by the individual departments. Some of these materials may be subject to fines.

1. Music Library Special Circulation Policies
2. Science Library Special Policies
3. Map Library Special Policies
4. Media Library Special Policies
5. Offsite Storage

Items stored offsite may be requested at any circulation desk or online through Chinook using the recall/hold function. Public patrons can only request material stored off site from a Circulation Desk. Material will be picked up every day, Monday through Friday, and returned to Norlin Circulation. In general the turn around time will be three business days. Patrons will be notified when their material is ready to be picked up. Material retrieved from storage will be held for 10 days.

Books will check out according to existing policies for each patron type.

Journals can be checked out for 7 days by all CU affiliated patrons with a limit of 5 volumes at a time. One renewal is allowed. All offsite material must be returned to Norlin Circulation. Public patrons and non-CU affiliates who have requested journals will be allowed to checkout journal(s) for in library use only. These journals must be returned to Norlin Circulation by closing time the same day as checkout.

IV. Recalls, Holds, and Traces

The recall privilege is dependent upon borrower type and material type. See Chapter II for explanations of privileges by borrower type. See Chapter III for restrictions by material type.

A. Recalls/Holds

If a library item is checked out and needed before its due date, any University of Colorado faculty, staff, or student may request that the item be returned. A notice is sent to the patron who has the item requesting that it be returned within 10 days of the date of the recall. If a book already has a recall placed on it, subsequent patrons can place a hold on it. This will mean that the person recalling the book will only be allowed to check it

out for 14 days and the person placing the hold will be in line to receive the item next. Fines will be charged on overdue recalled material.

B. Traces

Any University of Colorado faculty, staff, or student may place a trace on a library item that cannot be immediately located on the shelf. When the item is found, a notice is sent to the person requesting the item.

V. Fines and Replacement Charges

A. Overdue Notices

B. Overdue Fines

1. Regular Circulation
2. Reserve Circulation
3. Manual Fines
4. Claims Return
5. Collection of Past Due Library Charges

C. Replacement Charges Policy

D. Replacement of Lost or Damaged Materials

E. Catastrophic Loss and Patron Death

V. Fines and Replacement Charges

Fines are ONLY charged on reserve items, recalled items and material in specifically designated collections within the Libraries. Fines begin to accumulate on the first day or the first hour after an item is overdue.

A. Overdue Notices

The Libraries sends overdue notices as a courtesy reminder. Notices will be sent by e-mail only. It is the responsibility of the patron to notify University Libraries of changes of address. Changing an address with the University Registrar does not immediately change the address in the Libraries database.

B. Overdue Fines

1. Regular Circulation

Overdue recalled items.....\$2/day \$40 maximum

2. Reserve Circulation

2-hour, 4-hour, 24-hour, 72-hour.....\$2/hr \$40 maximum

All of the above fines will begin after the first day/hour the item is overdue.

Reserve materials should be returned to the same circulation desk from which they were obtained. Failure to do so can result in a fine.

3. Manual Fines

After repeated unsuccessful attempts to recover an overdue reserve or recalled item, an additional charge may be assessed to the borrower. The maximum charge can be two times the current fine or the replacement plus processing cost of the item, whichever is larger. Such charges apply to all patron types.

4. Claims Returned

If a patron believes he/she has returned material that is being billed as overdue, the patron should inform the appropriate Circulation Desk. Library personnel will search for the material but the material will remain on the patron's record until it has been located. If the material is found within the library, it will be removed from the patron's record. If the material is not found the patron will be assessed a lost book charge.

5. Collection of Past Due Library Charges

The University of Colorado is required by law to submit all fine and lost book charges to the State of Colorado's Central Services Collection Agency. Charges are considered past due 30 days after the bill due date.

The collections process was mandated to all State of Colorado agencies on June 4th, 1991 when Governor Romer signed into law Senate Bill 91-140. This law requires all state agencies, including the University Libraries, to submit past due debts to the State of Colorado's Central Services Collections Agency. Central Services pursues collection activity on the account or may assign the debt to an outside agency for collection. University Libraries has no control over when or to what agency Central Services assigns past due accounts.

The Libraries makes the best attempt possible to notify patrons that overdue accounts are to be submitted to the State of Colorado's Central Services Collection Agency. This includes sending notification to the address the library has on file. The library, however, is not responsible when patrons do not notify of address changes.

The Libraries is primarily interested in the return of library material. Credit is given when lost material is returned within six months of the bill date. Patrons are responsible for overdue fines and any collections charges. If replacement charges for lost items have been paid, credit may be given if the items are located and returned within six months.

The Libraries initiates and manages pre-collections activity on all non-student accounts. The University of Colorado Office of Student Debt Management initiates and manages collections actions on student past-due accounts. Once an account is submitted to collections, no negotiation with the library is possible. Patrons must direct all correspondence and discussion directly to the specific Collections Agency.

The Libraries will assess a 20% surcharge to all accounts that are sent to collections because approximately that amount is deducted from the collections made.

C. Replacement Charges Policy

There will be three categories of charges for replacing materials:

High Charge: \$400.00. This category includes bound volumes of journals.

Medium Charge: \$200.00. This category includes books.

Low Charge: \$50.00. This category includes some government documents.

D. Replacement of Lost or Damaged Materials

Patrons may negotiate with circulation supervisors or bibliographers to replace lost or damaged materials. Patrons are responsible for a processing charge of \$50 in addition to the replaced item.

Replacement charges for material that may accompany books or items, such as CD's or computer discs, must be negotiated with the department head or bibliographer. Cost for the entire item may be assessed.

Books and material that circulate in containers must be returned with the containers. A fine of \$25 is suggested if a container must be replaced.

A patron may also be fined \$25 if materials are returned that require staff time in order to restore them to their original condition. This might include removing post-it notes, erasing pencil marks, removing tape, etc.

E. Catastrophic Loss and Patron Death

Library patrons who have catastrophic losses of home and property, due to fire, flood, theft, etc., involving library material charged out to them and who are covered by insurance, may have their insurance company reimburse the University Libraries for the full replacement cost of the materials. If the patron is not covered by insurance, the patron may negotiate the replacement costs with a circulation supervisor or bibliographer.