

THE UNIVERSITY OF MEMPHIS POLICY MANUAL

SUBJECT: The University of Memphis Libraries Circulation Policy

POLICY NO.: 1:2B:04:02

SUPERSEDES POLICY NO.: 1:2b:04:01

In order to provide full library service to its students, faculty and staff and at the same time, to extend the services and resources of its library system beyond the university community, The University Libraries grants the privilege of borrowing library material from most of its collections to persons who belong to one of the following groups:

A. Members of the university community

1. University of Memphis students, faculty, and staff who possess university identification cards may borrow materials with established provisions and limitations.
2. High school students, whose parents are U of M faculty or staff may use their parent's identification card to check out materials.

B. Persons without university affiliation

1. Students and faculty from other institutions that maintain a reciprocal agreement with the University Libraries may use their college id to obtain this privilege.
2. Citizens and alumni may apply for a special privileges card by completing an application and providing a driver's license as acceptable identification.
3. High school students who have been referred by their school librarian may apply for a special privileges card.

THE UNIVERSITY OF MEMPHIS OPERATING PROCEDURES

SUBJECT: The University Libraries Circulation Procedures

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THE UNIVERSITY OF MEMPHIS LIBRARIES CIRCULATION PROCEDURES

1.0 INTRODUCTION

- 1.1 The University Libraries of The University of Memphis (“the Libraries” herein) is composed of the Main Library called Ned R. McWherter Library, Audiology and Speech Pathology Library, Mathematics Library, Music Library, Earth Sciences Library and Chemistry Library.
- 1.2 This document is the official policy of the Library and the University. The policy states the privileges and responsibilities of persons who borrow material from any unit of the Libraries.
- 1.3 This policy is a public document available for inspection by all. In an effort to communicate circulation policy, extracts of this policy are printed in various publications.

2.0 AVAILABILITY OF LIBRARY MATERIALS

- 2.1 It is the goal of the University Libraries to make material readily available to the greatest number of users possible. Material is available for use in the Library facilities and for borrowing from the libraries.
- 2.2 To insure that access to Library material is fairly distributed, the University Libraries establishes due dates for borrowed materials and administers a system of fines and fees approved by the Tennessee Board of Regents.
- 2.3 Checkout provisions are developed by the Circulation department and approved by Libraries Administrative Council and the Dean of Libraries. See section entitled, Definition of Loan Periods in 3.36.

3.0 ELIGIBILITY AND IDENTIFICATION

- 3.1 The following are eligible to borrow material from the University Libraries. All borrowers must present a University of Memphis ID or a University Libraries Special Privileges card at the time of checkout, renewal of library materials and to pick up Interlibrary Loan materials.
 - 3.1.1 University of Memphis students, staff and faculty (including part-time and adjunct) can borrow materials. People enrolled in the University of Memphis’ Continuing Education courses, may apply for a University Libraries Special Privileges card.
 - 3.1.2 Faculty, students and staff from schools with a reciprocal borrowing agreement must present a valid ID from their home institution in order to check out.
 - 3.1.3 The University Libraries allows high school students from the Memphis area to use the libraries after they have exhausted all resources at their school library. They must have the school librarian to sign the application for a special privileges card before their application will be processed.

- 3.1.4 A member of the general public over eighteen with a local address can apply for a special privileges card and can check out materials after his/her application has been processed and entered into system.
- 3.2 Borrowers will be issued U of M Libraries' Special Privileges cards at the McWherter Library Circulation desk. Lost or damaged cards are subject to a replacement fee of \$10.00.
- 3.3 University Libraries' Special Privileges cards and University of Memphis IDs are the property of The University of Memphis. They are non-transferable and should not be loaned.

3.4 BORROWER RESPONSIBILITY

- 3.5 Anyone who borrows material from the University Libraries agrees to comply with existing circulation policies.
- 3.6 Borrowers are responsible for all materials borrowed with their ID cards or Special Privileges card at a circulation desk in the McWherter Library or at a Branch Library until such materials are returned to the library.
- 3.7 Borrowers are responsible for returning Library materials by the date designated by the date-due sticker unless the material has been recalled.
- 3.8 The recall due date overrides the previously-indicated due date.
- 3.9 Borrowers are responsible for making sure phone numbers, mailing and email addresses are current by informing Circulation staff.
- 3.10 Borrowers are responsible for maintaining the physical condition of the materials borrowed. Any damage (water, fire, pages torn, etc.) caused is the responsibility of the borrower. Repair or replacement fees will be added to borrower's record if materials are damaged during checkout.
- 3.11 Borrowers should not return videos, reserve material or Inter Library Loan materials in the book drops. These items must be returned to the Circulation desk staff.

3.12 CONFIDENTIALITY OF BORROWER'S NAMES

- 3.13 The Library does not release the names or other identifying information of borrowers who hold, or who have held, Library material. The Library's policy on confidentiality of circulation records is consistent with United States Administrative Procedure, Title 5, section 2A and with Tennessee Coded Annotated, 10/7/504(b).

3.14 RENEWALS

- 3.15 General circulation materials may be renewed in any Library with a valid ID or Special Privilege card. They may also be renewed on the telephone (as long as material is not overdue or requested by another user) with materials in hand to present barcode number(s). There is no limit to the number of renewals.
- 3.16 Renewed materials are subject to recall. The recall due date will override the original due date.

3.17 All user categories are able to renew library materials.

3.18 RECALLS

3.19 Materials may be recalled from any borrower after the borrower has had the item for at least fourteen days.

3.20 An email notice will be sent out giving a new due date asking the borrower to return the material(s) to the library. If the borrower does not bring the material in, she or he will be charged \$1.00 a day in overdue charges.

3.21 The new due date for a recalled item is normally 10 days from the date of notification.

3.22 At the discretion of the Circulation Department Head, material(s) may be recalled before the fourteen-day window. The department head may recall material(s) if a faculty member expresses a dire need to have that material placed on Reserve.

3.23 When the recalled item is returned, the requestor is notified and the item is held for him/her at the Circulation desk for five days.

3.24 SEARCHES FOR MISSING ITEMS

3.25 A Search request card is completed if the library user is having difficulty locating a book in the stacks. The Circulation staff searches repeatedly over a 7-day period. The borrower is notified on the 3rd day of the status of the search (still searching, located, etc.). At the end of 7 days, if the book has not been located, the library user is offered the option of our interlibrary loan service. The book's record shows up in online catalog as "missing."

3.26 On the Search request card, the library user lists the title, call number and author of the book they could not locate. They also are required to include their name and email address. The Search request card has a line that asks, "What is the latest date that you need this material?" This gives the staff an idea of how long they have to search. If a date is not given, then the staff will search for 7 days.

3.27 An email notice is sent to the requestor when the search has been successful.

3.28 If a search is unsuccessful, the missing item information is then forwarded to the Collection Development Librarian for consideration of replacement. If the book is no longer in print, the item record will be removed from the online catalog system.

3.29 HOLDS

- 3.30 There are two types of holds: books that are being held because a borrower didn't have proper identification or books that a faculty member or student requested for addition to the collection.
- 3.31 If a borrower does not have the proper identification needed to check out library materials, we will hold their items at the Circulation desk for five days.
- 3.32 The books are checked out to the hold shelf so that other library users will know these items are not available.
- 3.33 The status of books on hold shows up in the library system as "local request," so others will know that these books are not "available" for checkout.
- 3.34 Our Collection Development Librarian receives many requests from faculty across campus regarding book orders. Books are purchased and added to the collection. They are sent down to Circulation after the cataloging process is complete. The Circulation staff notifies the faculty members that the material is here. They have the option to check it out or have it shelved in the collection.

3.35 DEFINITION OF LOAN PERIODS

- 3.36 When University of Memphis faculty and administrators borrow books in the main collection, the loan period is for an current academic year. All books are due June 1st.
- 3.37 If another borrower needs a book already checked out, it can be recalled. The original borrower is entitled to use the book for 14 days before it is recalled.
- 3.38 When University of Memphis graduate students check out books, their due date is the end of the current semester. All books are due on the last day of classes.
- 3.39 University of Memphis undergraduate students, U of M alumni, reciprocal faculty, citizens and other college students can keep books from the general collection for 30 days. There is a 3-day grace period and books are subject to recall.
- 3.40 High School students can keep books from the general collection for 14 days.
- 3.41 Certain materials in our Reserve Room have a loan period of 3 to 7 days.
- 3.42 Certain materials in our Reserve Room have a loan period of 2 to 4 hours. This material may not leave the library.
- 3.43 Materials checked out overnight (24 hours) are due after 5 p.m. the next day the library is open.

- 3.44 Holidays and days when the library is closed are not counted in determining due dates.
- 3.45 Checkout Privileges for books as of October 2001 (see attachment)
- 3.46 Checkout Privileges for videos as of October 2001 (see attachment)
- 3.47 Special Borrowers Privileges (see attachment)
- 3.48 Laptop Statement of Responsibility (see attachment)
- 3.49 United States Administrative Procedure, Title 5, section 2A (see attachment)
- 3.50 Tennessee Code Annotated, 10/7/504 (b)
- 3.51 NOTIFICATION TO BORROWER OF OVERDUE MATERIAL
- 3.52 Materials are due by the date indicated on the date due sticker affixed to the book. Library personnel will tell you the due date as a courtesy. If you are unsure of your due date, you may read the checkout privileges posted behind the desk, on the libraries' bookmark or on the website.
- 3.53 Email notifications will be sent to all active University of Memphis addresses and to the email address given on special privilege applications. We will not mail any overdue notices.
- 3.54 First email notice: This will be sent on day "1" *These items are now due for return to the University Libraries. To avoid fines, return or renew within 10 days or original due date.*
- 3.55 Second email notice: This will be sent on day "10" *These materials were due for return to the University Libraries 10 days ago. Fines will continue to increase until they are returned or renewed.*
- 3.56 Third email notice: This will be sent on day "20" *This is the third notice of overdue library materials. Fines are continuing to increase at \$.25 per day. Avoid additional fees by returning them now.*
- 3.57 Fourth email notice: This will be sent on day "30" *This is the final notice that these materials are now long overdue and are assumed lost. You are being charged the overdue fine, lost book charges and non-refundable processing fees.*

3.58 FINES AND BILLING

3.59 All users are assessed fines for materials not returned by the due date.

3.60 Materials returned through the Library book drops prior to the closing hours of the Library from which the materials were charged are checked in that same day. Materials returned after closing are checked in the next day the Library is open.

3.61 Reserve materials should not be returned in book drops; they should only be returned at the Circulation desk.

3.62 Fines accrue for general circulation materials at a daily rate. Holidays and days that the library is closed are not included in the calculation of overdue fines. There is a 9-day grace period.

3.63 After 30 days, you will be charged a late fee plus a non-refundable billing fee for each overdue book.

3.64 Fines and Fees Chart (see attachment)

3.65 REPLACEMENT FEES

3.66 Replacement fees (cost of the material) recover the costs to the Library of purchasing replacements for lost or damaged materials.

3.67 Replacement fees are assessed the day after the maximum fine is reached, e.g., general circulation materials not returned within thirty days of due date; recalled materials not returned within ten days.

3.68 Replacement fees may be assessed immediately in the case of materials damaged beyond repair or reported lost by the borrower, etc.

3.69 A non-refundable processing fee (\$10.00) is assessed along with the replacement fee and the maximum fine after 30 days (\$7.50). The billing fee goes toward the cost to the Library for notifying borrowers, cataloging replacement materials and processing the lost item.

3.70 For in-print materials, records, tapes, etc., the borrower is charged the list price of the material to be replaced, a billing fee and the maximum fine.

3.71 For out-of-print materials, the borrower is charged the average cost of a book, as determined by the library, a billing fee and the maximum fine.

3.72 A borrower can not purchase material to replace the lost item.

- 3.73 Material replacement cost is refundable upon return of material. Processing fees and overdue fines are non-refundable.
- 3.74 The Music Library assesses a standard fee for music folders damaged or lost while checked out to the borrower.
- 3.75 Special privilege card holders are assessed a replacement fee (\$10.00) if cards are lost, damaged or stolen.
- 3.76 The University of Memphis Bursar's office sends bills for overdue library books, fines and fees. Students should note that University registration, transcripts, grades, diplomas, etc., are blocked or placed on "hold" until books are returned and fines are paid.
- 3.77 Library borrowing privileges are denied if fines total **\$50** or more in the library system.
- 3.78 University Libraries' personnel do not accept payment for fines and fees. All payments must be made directly to the Bursar's office either in person or online.

3.79 ABUSE OF LIBRARY PRIVILEGES

- 3.80 Using the library is a privilege; University Libraries' personnel assist and guide borrowers on systems, equipment, searches, etc. By making sure borrowers are properly armed with correct information, this deters any unnecessary abuse. University Libraries has strict penalties in place for borrowers who abuse their library privileges.
- 3.81 University of Memphis faculty, staff and students who abuse Library privileges may be reported to the appropriate department head and to the office of the Dean of Libraries. If necessary, the Dean, after addressing charges against borrower, can suspend their library privileges.
- 3.82 Abuse of Library privileges includes but is not limited to: incurring excessive numbers of overdue materials and fines; taking books from collection without checking them out; disregard for Library policies; defacing Library property; abusive behavior towards Library staff and infringement of copyright standards.
- 3.83 Special privileges borrowers who abuse Library privileges will be denied the ability to check out materials until they have cleared up any outstanding fines or questionable disparities.
- 3.84 Non-University of Memphis borrowers are declared delinquent after 2 years and Library borrowing privileges are suspended until fines are paid and overdue materials are returned.

3.85 RIGHT TO APPEAL

3.86 After billing by The University of Memphis Bursar or after receiving an email notification from the University Libraries, any library borrower may appeal a library assessment of a fine or fee.

3.87 The initial appeal should be submitted in writing and presented to the Circulation desk staff. Denied appeals may be continued within the Library through the offices of the Circulation department head and the Dean of Libraries. At each level of appeal, the library officer will make every reasonable effort to respond in writing within five working days.

3.88 CIRCULATION POLICY FOR OTHER MATERIAL IN THE LIBRARY

3.89 GOVERNMENT PUBLICATIONS – Government Publications, Tennessee state publications and maps circulate for two weeks to all Library users with valid University of Memphis ID or a Special privileges card. The staff may use discretion in cases concerning subject matter of a high demand. All material in Government Publications should be checked out at the Circulation desk.

3.90 RIS – Library material in the Research and Information Services collection, including books, abstracts, indexes and other similar works are for in-Library use only and may not be circulated. Exceptions to this general policy can be made only by the department head or his/her designee and are always subject to conditions which include, but are not limited to, time of year, week or day, demand for the material, the type of material and the explicit need expressed by the requestor. Each situation is handled individually by the RIS staff.

3.91 SPECIAL COLLECTIONS – Materials in Special Collections are for use in the Special Collections reading room and do not circulate. Loans from Special Collections department are exceptional and at the discretion of the department head.

3.92 INTERLIBRARY LOAN – Interlibrary Loan is a service to Library users that extends the privilege of borrowing needed research materials from other libraries. These privileges are extended only to current University of Memphis students, faculty, staff and our reciprocal borrowers.

3.93 All requests for interlibrary loan are handled in the Interlibrary Loan office. Request forms may be obtained from the ILL office, RIS department, branch libraries, Circulation desk, and online via ILLiad.

3.94 In order to pick up Interlibrary Loan materials, you must present your University of Memphis identification card or if you're a reciprocal borrower, you must present your college id.

3.95 Interlibrary Loan materials are to be picked up and returned at the Circulation desk.

3.96 Spouses and children of library users may pick up ILL materials, if prior notification is given to Circulation department head or designee. ID must be presented in order to pick up material.

3.97 RECIPROCAL AGREEMENTS WITH OTHER LIBRARIES

3.98 In order to realize maximum inter-institutional Library service to the students, faculty and staff of the area, the University Libraries and the Libraries of many area schools have agreed to a shared use of their respective collections by the students, faculty and staff of the institution.

3.99 Reciprocal Borrowers Check-out Privileges as of October 2001 (see attachment)

3.100 Reciprocal users must comply with the policies of the host library or the privileges may be revoked.

3.101 Each Library user in good standing shall enjoy library privileges of reciprocals in concurrence with the policies and regulations of the respective libraries. Further, each library agrees to cooperate with the other with respect to the maintenance of those policies and regulations.