

## **LIBRARIES OF THE UNIVERSITY OF HAWAI'I SYSTEM**

### **CIRCULATION POLICY**

#### **Section 1: Statement of Purpose**

The purpose of this policy document is to provide rules and regulations governing the circulation of library items in order that the Library may meet the needs and expectations of all of its borrowers in the most efficient manner possible.

#### **Section 2: Delegation of Authority**

The Board of Regents at the May 16, 1974 meeting approved the following delegation of authority:

- A) That the Board of Regents delegate to the President (who may in turn delegate to Chancellors and Provosts as applicable) the authority to establish rules and regulations pertaining to borrowing periods for library materials on their respective campuses.
- B) That the Board of Regents delegate to the President the authority to establish fines and the assessment of other costs in connection with delinquent or non-return of library materials on all the campuses.

#### **Section 3: Definitions**

The following items shall have the following meanings:

- A) The singular shall include the plural.
- B) "Account" refers to a borrower's record in the Library's electronic files. An account provides the Library and its borrowers with borrower information (e.g., borrower's address, items charged out, overdue, on hold for the borrower, all fines and fees the borrower owes).
- C) "Block" refers to the suspension of specific library privileges when the threshold limits of maximum fines, overdue items, overdue recall items, and/or lost items are reached. Blocks may also be placed on expired borrower accounts.
- D) "Board" refers to the Board of Regents.

- E) "Borrower" refers to any person to whom library materials are charged.
- F) "Charged item" refers to any library item that is checked out or loaned to a borrower, whether inside or outside the library, up to the due date. When a library item is discharged, the item record is linked to the borrower's account.
- G) "Discharged item" refers to any library item that is checked in or returned to the library.
- H) "Due date" refers to the date and/or time specified by the Library when an item must be returned by a borrower.
- I) "Faculty" refers to those individuals appointed by the Board of Regents.
- J) "IntraSystem Loan" refers to library materials that are loaned between campuses of the University of Hawai'i system libraries.
- K) "Item" refers to all the various media that constitute the Library collections.
- L) "Library" refers to the collections and facilities housed in the libraries of the University of Hawai'i system.
- M) "Librarian" refers to each campus library director.
- N) "Lost item" refers to any library item charged out to a borrower that has not been returned within a specified period of time.
- O) "Mailed" means that a notice was emailed or deposited in the library mail, campus mail or the U.S. mail. The date the notice is "mailed" will appear on the top of each notice. The notice is mailed to the address indicated on the borrower's account.
- P) "Missing item" refers to any library item that is not charged out to a borrower and cannot be located.
- Q) "Notice" refers to a printed or electronic communication from the Library as regards to borrower's account.
- R) "Overdue item" refers to any library item that is not returned by the due date as specified by the item record, or stamped on the item, or on a flag accompanying the item. After a set period of time, an "overdue item" is reclassified as a "lost" item.
- S) "Recalled item" refers to any library item that is already charged out to a borrower and is requested by another borrower who needs it immediately. This is not to be confused with a hold, which is when a borrower requests the book be

held after it is returned by the previous borrower and has no affect on the current due date.

T) "Record" refers to an item record in the Library's electronic files. A record provides the Library and its borrowers with item information (e.g., title, call number, location, status).

U) "Reserves" refers to instructional materials that are loaned for a short period of time in direct support of classroom instruction.

V) "Staff" refers to individuals working for the University but not appointed by the Board of Regents.

W) "Student" refers to any full-time or part-time student enrolled at the University.

X) "University" refers to all campuses of the University of Hawai'i system.

#### **Section 4: General Policies and Regulations**

The following general policies and regulations are in effect:

A) Library hours are posted at the entrance to the Library. The various units of the Library have the hours posted near their entrances. The Library hours may be posted in additional places as designated by the Librarian.

B) Items may be returned to any University of Hawai'i Library at designated points. When the library is closed, items may be returned to the drops located at the library's entrance.

C) Borrowers are responsible for all the items borrowed on their account. Fines and fees will be assessed if the item is returned after the due date, which is stamped into the item, or if the item is damaged, lost or stolen. Receipts for returned items are given upon request. Items that have been discharged are the responsibility of the discharging library until received by the owning library.

D) The Libraries of the University of Hawai'i System Standard Loan Periods, Fines and Fees Schedule is found in Appendix I, and is available for review in the library.

E) Electronic theft detection devices are installed in most library items, with detectors located at the exit. This system allows the Library to maintain open stacks and ready access to the collection without undue loss of library items.

- 1) The Library reserves the right to inspect the borrower's personal belongings for library items. Inspection is made prior to the borrower exiting the library.
  - 2) To protect the borrower's right to privacy, library staff are not to open and/or reach into the borrower's personal belongings. They must ask the borrower to open his or her bag and view the contents only. If there is a question about a specific item, the borrower will be asked to remove the item for inspection.
- F) An item that has a loan period of 14 days or more may be recalled by the library at any time. The borrower has a 14-day loan from the time the item has been recalled or the original due date, whichever comes first. A recall notice is generated by the Library and mailed to the borrower to whom the item is charged. The recall notice specifies the new due date for the item. When the item is returned, a pickup notice is generated by the Library and mailed to the person who has requested the recall.
- G) Records of borrowing transactions and other records linking the names of library borrowers with specific material will be maintained in a confidential manner.
- H) Library fines/fees are the responsibility of the borrower and are not transferable to another borrower's account and/or library card.
- I) The Library may place a block on a borrower's account when fines/fees incurred have reached the maximum limit, an item is lost, an account is expired, an address correction is needed, or if recalled items are overdue and still outstanding.
- J) Payments for library fines/fees are accepted at the Library. Payments are also accepted via mail or drop box with a receipt mailed upon request. Mailed payments are processed within two business days upon receipt.
- K) Payment may be made by cash, credit card, money order, travelers' check, and/or personal check drawn from a United States financial institution in U.S. funds.
- L) Borrowers are responsible for notifying the library of any changes to their account.
- M) The Librarian, or other authorized designees, have discretion to make exceptions to this policy. The determination by the Librarian is final.

## **Section 5: Lending Policies: Collections**

- A) The loan period is determined by a combination of collection policy, item type, and the borrower type.
- B) Items such as reference, periodical, microform or “Library Use Only” are considered non-circulating.

## **Section 6: Lending Policy: Borrowers**

- A) Faculty, staff, and students of the University have borrowing privileges. All borrowers must be registered with the Library and have a valid University library card. Borrowing privileges will expire when affiliation with the University is dissolved.
- B) Borrowers possessing a card without a photo will need to present an accompanying photo ID.
- C) Community borrowers may apply for library card(s). See Libraries of the University of Hawai'i System Community Borrower Card (Appendix II).
- D) Proxy borrowers may be designated by faculty/staff to borrow library materials. Faculty/staff members will be financially responsible for all transactions made by proxy borrowers on their account.

## **Section 7: Overdues, Fines and Fees**

- A) A complete schedule of fines/fees shall be available at the Circulation Desk.
- B) Fines are computed on a daily basis, including weekends and holidays. For Reserve items and scheduled items, fines are computed on an hourly basis, including weekends and holidays. There is no grace period.
- C) The fines on recalled items are assessed from the day after the recall due date.
- D) The maximum fine is \$10.00 per item. When the fine reaches the maximum, the item is declared lost. When the item is declared lost, the borrower will be charged the maximum fine, the lost item replacement cost, and a processing fee.
- E) Items that are reported lost prior to reaching the maximum fine will be charged the accrued overdue fine, the lost item replacement cost, and a processing fee.

F) Items that are returned damaged are evaluated and fees will be charged accordingly.

G) Fees for media loans, intrasystem loans and other services may be assessed per item. Requested items not picked up may be assessed an additional fee.

### **Section 8: Lost Items**

A) Lost item replacement cost is priced according to the library's online record or as a flat fee.

B) A borrower has an option to purchase a replacement copy from an outside source if the item is an exact copy of the original, or a copy approved by the Librarian. The replacement cost will then be waived and the borrower pays for the processing fee, overdue fine and a fee for binding.

C) The determination by the Librarian of the replacement cost of the item is final.

D) If the lost item is returned before payment, the replacement cost of the item will be removed from the borrower's account. If the lost item is returned after payment and within a year, the replacement cost of the item will be refunded.

E) Fines and the lost item processing fee are nonrefundable.

F) Payments for lost items may be used to order library materials.

### **Section 9: Waives and Cancels**

A) In case of error by the Library, or extenuating circumstances brought to the attention of the Librarian or authorized designees, charges on the borrower's account may be waived or canceled. The Librarian or authorized designees may waive or cancel fines/fees only for their own library material. The determination by the Librarian is final.

B) Fines and/or fees may be waived or canceled if:

1) The borrower is deceased. One of the following is needed for verification of death:

a) Death certificate

b) Obituary notification

c) Mail returned marked deceased

- d) Written notification from immediate family or legal representative
- e) Written notification from a University department.

2) The borrower had a major illness requiring hospitalization or extended absence. Written verification of illness and dates required from the attending physician.

3) An emergency occurs within the immediate family e.g., death or severe illness, etc. Written verification is required, such as a physician's note or last minute purchase of a plane ticket may be used as proof of emergency.

4) An item is Certain Returned, i.e. the item is still outstanding on a borrower's record, but the Library absolves the borrower of responsibility for the item due to a possible library error.

C) Fines will be canceled due to library error or automated testing/upgrade of the system.

D) Fines/fees will not be canceled if items are lost or stolen.

## **Section 10: Notices**

A) The library is not responsible for unforwarded, unread, or misdirected mail or e-mail.

B) Overdue notices are generated within three days after the due date and are mailed to the address on the borrower's account.

C) Recall notices are generated the day after the recall is placed, indicating the new due date, and are mailed.

D) Pickup notices are generated daily, indicating the date the item can be picked up, and are mailed. Items not picked up are returned to their original location unless there are additional requests.

E) Courtesy notices may be generated ten(10) days before the due date for loans of thirty (30) days or longer, indicating the items that will be due.

### **F) Fines and Fees Notices**

1) Invoices of outstanding financial obligations are generated daily and are mailed.

2) Notices of an accumulation of all charges outstanding on a borrower's account may be mailed twice a year to the last known address of the borrower.

### **Section 11: Unpaid Accounts**

A) A fine/fee notice for unpaid accounts, showing an accumulation of all charges that are still outstanding, may be mailed twice a year to the last known address.

B) If the account remains unpaid or satisfactory settlement is not reached after the invoice is mailed, the Library will submit the account to the appropriate office for application of sanctions.

C) Borrowers who owe \$10.00 or more are blocked from:

1) Library services

2) Registering for future semesters unless a library clearance is obtained.

3) Receiving graduation certificates, degrees, and/or transcripts unless a library clearance is granted.

D) Outstanding accounts may be referred for tax setoff against a borrower's state tax refund if the account is 180 days old and/or more than \$25.00.

E) Outstanding accounts may be sent to a collection agency if no attempt of payment or correspondence is made by the borrower after a notice is mailed by the library.

### **Section 12: Appeals**

In cases of disputed fines between the Library and the borrower, the borrower has the right to file a written appeal. Based upon facts or extenuating circumstances presented in the borrower's appeal and record, the Appeals Committee or the Librarian may decide to waive, adjust or refund all or part of the disputed sum.

### **Section 13: Sanctions**

A) For students, the sanctions applied by the University will be those provided by the Rules and Regulations governing delinquent financial obligations. These include denial of registration, transcript and/or graduation unless and until the account is settled to the satisfaction of the Library.

B) Sanctions applicable to the University faculty will be those established by the Faculty Handbook and/or Chapter 78-12 HAWAI'I REVISED STATUTES.

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**APPENDIX I**

**LIBRARIES OF THE UNIVERSITY OF HAWAI'I SYSTEM**

**Standard loan periods, fine and fees**

<b>Books:</b> (item type, not format)	Loan and renewal period	Renewals	Grace period	Guaranteed loan when recalled	Daily fines \$10 max	Recall Rate \$10 max
Undergraduates	28 days	5	0	14 days	\$.25/day	\$.50/day
Graduates	91 days	5	0	14 days	\$.25/day	\$.50/day
Faculty/Staff	182 days	99	0	14 days	\$.25/day	\$.50/day

Note: Loan periods and fines apply ONLY to walk-in transactions, not media that is booked through the media scheduling/booking module.

<b>AV/Media:</b> (item type, not format)	Loan period and renewals	Renewals	Fines, \$10 Max	Grace Period	Holds or recalls
Undergraduates	4 days	1	\$1/day	0	n/a
Graduates	4 days	1	\$1/day	0	n/a
Faculty/Staff	4 days	1	\$1/day	0	n/a

**Lost item replacement**

	Default lost charges	Fines and Processing fee	Declared lost
Books AVMedia	\$60 or actual cost or replacement copy (\$80 Law/Medicine)	Accumulated fines up to \$10 and \$10 processing	41 days Books 11 days AV/media

## APPENDIX II

	Community	Hawai'i State/City Agencies	Research Organization
<b>Criteria to Get Card</b>	18 years or older  One of the following: Hawai'i Drivers License Hawai'i State ID Kingdom of Hawai'i ID Military ID	Complete application form for Hawai'i state and city agencies  Request printed on departmental letterhead signed by <b>fiscal or other</b> authorized officer  Include name(s) and ID number(s) of the individuals	Memorandum of understanding contract  Photo ID and number for each individual
<b>Cost</b> Non-refundable	6 months \$30 1 year \$60 Hawai'i residents 60 years and older: 6 months \$20 1 year \$30	First two cards, no charge Additional cards \$50 each	Up to two cards \$110 Additional cards \$50 each
<b>Borrowing Privileges</b>	10 books	10 books	10 books
<b>Loan Period</b>	28 days	28 days	28 days
<b>Renewal of Items</b>	1 renewal	1 renewal	1 renewal
<b>Replacement Fee</b>	\$5 per card	\$5 per card	\$5 per card
<b>Card Issued</b> Non-transferable	Immediately upon payment	7 days after signed department letterhead and application form are received	7 days after payment and contract are received
<b>Eligible for Borrowing at the Following Campuses *</b>	Kapi'olani CC Kaua'i CC Leeward CC Maui CC University Center at West Hawai'i UH Hilo UH Mānoa UH West O'ahu Windward CC	Kapi'olani CC Kaua'i CC Leeward CC Maui CC University Center at West Hawai'i UH Hilo UH Mānoa UH West O'ahu Windward CC	Kapi'olani CC Kaua'i CC Leeward CC Maui CC University Center at West Hawai'i UH Hilo UH Mānoa UH West O'ahu Windward CC
<b>Services Not Available</b>	Audiovisual loans Intrasystem loans, Interlibrary loans, Computer Labs, Group Study Rooms, Lockers, Remote access to restricted online databases	Audiovisual loans Intrasystem loans, Interlibrary loans, Computer Labs, Group Study Rooms, Lockers, Remote access to restricted online databases	Audiovisual loans Intrasystem loans, Interlibrary loans, Computer Labs, Group Study Rooms, Lockers, Remote access to restricted online databases

