

## Circulation Policy

### Library Cards and Registration

The Sterling Heights Public Library is open to all. The library offers full borrowing privileges to all residents and business owners in the city. These privileges include access to our library's collections and those of the other 20 libraries participating in the Suburban Library Cooperative.

Employees of the City of Sterling Heights are also eligible to receive a library card that can only be used at the Sterling Heights Public Library.

Teachers for schools located in the city of Sterling Heights are also eligible to receive a library card that can only be used at the Sterling Heights Public Library. They will need to show a current picture ID along with a school badge, a paystub, or letter from the school indicating their employment status as a teacher. The cards will be limited to 50 checkouts at one time.

Residents of communities not in the Suburban Library Cooperative may purchase a nonresident card for an annual fee of \$200.00 per family. This card gives nonresidents full Cooperative borrowing privileges.

To receive a Sterling Heights library card, Sterling Heights residents must complete an application form online or in person and present a current Michigan driver's license or state ID with a Sterling Heights address, or a picture ID and one of the following forms of identification with local address listed: electric or gas bill, automobile registration, rental agreement, or current property tax receipt.

In order to receive a card, minors under the age of 18 must be present and have a parent or legal guardian with them who will provide resident verification as listed above. The parent or legal guardian must owe less than \$10 to the library in order for the minor to be eligible for a card. An additional parent's phone number and email address can be added to the minor's record. Either parent can renew the privileges of the minor's card. If the minor's card is blocked due to fines/fees, both parent's accounts will be blocked.

Active duty military personnel and family members living at the same address receive a full privilege SHL card. The definition of family members of active duty military personnel in the military context is spouse and dependents. Military personnel can get a card at any SLC library, regardless of the city or county they live in. A military identification card, either physical card or photo of card, and proof of current residency will be required.

The library also participates in the Virtual Library Card program with Utica Community Schools and Warren Consolidated Schools. All students are given a virtual library card number and PIN that provides them with access to the Sterling Heights Public Library's online/digital resources, including ebooks and educational databases. These cards are expired every three years.

A borrower assumes full responsibility for all use made of the card. By signing the application form, the borrower agrees to comply with all library rules and regulations; to pay all fines; to be responsible for

any loss or damage to materials; to provide immediate notice of any change of address, e-mail, phone number; and to provide immediate notice if the card is stolen. Library cards are renewable every three years.

The library maintains an active online database of registered patrons. This database includes the name, address, telephone, birth date, driver's license or Michigan identification number, and contact information for each patron. All information is recorded online following verification of the patron's application form in which he/she agrees to comply with all library rules and regulations. The application form is discarded once it is verified and the patron information is recorded in the online database. The online patron registration database is weeded annually of patrons who have not used their card once in three years unless they have outstanding fines or fees.

#### Use and Replacement of Cards

Library cards, or a mobile phone app with library card information, should be presented to check-out library materials. A Drivers License, or photograph of the front and back of the license, or Michigan State ID may also be used to check-out library materials if the library card is not available. However, this only applies to the Sterling Heights Public Library. Other SLC member libraries do require that the library card be presented. There is a \$3 replacement fee for a lost library card. Proof of current residency is required at the time a replacement card is issued.

#### MiLibraryCard

The Sterling Heights Public Library participates in the MiLibraryCard statewide library card program. All Sterling Heights residents, with a Sterling Heights library card, may have a MiLibraryCard label affixed to their library card at no charge. The MiLibraryCard sticker allows residents to borrow books from over 100 participating libraries in the State of Michigan, subject to the local rules governing each participating library.

In turn, the Sterling Heights Public Library will loan books to all library card holders with the valid MiLibraryCard label on their home library card, subject to our local rules and procedures including the policy that only books are eligible for circulation on MiLibraryCard. Computer usage is also available for MiLibraryCard card holders.

#### Reciprocal Borrowing Agreement – Suburban Library Cooperative

Sterling Heights residents may borrow materials from any of the 20 other participating libraries in the Suburban Library Cooperative. These libraries include Armada, Center Line, Chesterfield, Clinton-Macomb, Eastpointe, Fraser, Harper Woods, Harrison Township, Lenox Township, Lois Wagner Memorial-Richmond, Macdonald-New Baltimore, Mt. Clemens, Ray Township, Romeo District, Roseville, Shelby Township, St. Clair Shores, Troy, Utica, and Warren Public. Additionally, residents from communities served by any of the Cooperative libraries may borrow materials from the Sterling Heights Public Library. Loan periods and overdue fees are determined by the owning library.

#### MeLCat – Michigan eLibrary Catalog

MeLCat or Michigan eLibrary Catalog enables residents to borrow books and audio-visual materials from over 200 academic, public, school, and special libraries throughout Michigan. Items are delivered to our library for pick-up.

#### Loan Periods and Renewals

The following chart identifies the Sterling Heights Public Library's loan periods and fines.

## CIRCULATION LOANS/FEES

<u>Items</u>	<u># Day Loan</u>	<u>Renewable</u>	<u>Daily Fine</u>	<u>Max. Fine</u>
Books – Hardcover	21	Y*	.25	\$10.00
Books – Paperback	21	Y*	.25	3.00
**Blu-rays	21	Y*	.25	10.00
Magazines	21	Y*	.25	3.00
CDs – Books	21	Y*	.25	10.00
CDs - Music	21	Y*	.25	10.00
**DVDs	21	Y*	.25	10.00
** New Blu-rays	7	Y*	.25	10.00
**New DVDs	7	Y*	.25	10.00
Bestsellers	7	N	.25	10.00
Book Club Kits	42	Y	1.00	50.00
***Library of Things	7	N	1.00	N/A
****Videogames	7	Y*	.25	10.00

\*Three renewals unless reserved for another patron.

\*\*There is a limit of 20 items per library card on DVDs and Blu-rays

\*\*\*There is a limit of 1 item per library card on Library of Things items.

\*\*\*\*There is a limit of 3 items per library card on Videogames.

- Extended vacation loans of up to six weeks are available for those items that circulate for 21 days upon request, if no reserve or hold is on the item.
- Reference materials, newspapers, and current magazines, do not circulate.

### Renewals

The renewal of library material may be done in person, by telephone, at home via the Internet, via the SLC Libraries Mobile app, or at a computer in the library. Automatic renewals of items that are eligible to be renewed and not on hold for anyone will take place two days before the item is due. The renewal period will be the same as the original checkout period starting with the due date.

Materials may also be renewed at home via the library home page, [www.shpl.net](http://www.shpl.net). Residents must first link to the catalog and then to their account online. The "My Account" link from the catalog enables users to list titles on loan, list or cancel holds, renew material, and change your PIN. A library card number and a PIN number are also necessary to access user accounts via the online catalog.

Library materials may also be renewed by phone during library hours at 586-446-2665. Eligible items may be renewed three times, as long as there is no hold or reserve on it. An item with a reserve on it will not be renewed. An overdue item may be renewed, but the fine must still be paid. If a patron's account has \$10 or more in fines, the items cannot be renewed online.

MeLCat materials are only renewable upon approval of the owning library. The renewal period is also determined by the owning library.

### Holds/Reserves

Holds may be placed on any circulating item in the shared database/catalog. Holds may be placed at the reference desks, by phone, or via the online catalog.

When the item becomes available, the patron will be notified by text or e-mail. The user has 7 days to pick-up the hold materials at the hold pickup area on the 1<sup>st</sup> floor. (See also Interlibrary Loan Policy.)

#### Fines and Replacement Fees

It is the responsibility of the patron to return materials in good condition by their due date. Fines are charged for each item not returned by the due date (see Circulation Loans/Fee Chart). If an item is lost or damaged beyond repair, the patron must pay the replacement cost for the item, or purchase a new identical item to replace the lost or damaged item. A processing fee of \$2 will also be assessed.

A patron who pays for a lost item may have the cost of the item refunded, if it is returned within 30 days, in good condition, and accompanied by the receipt.

Patrons may not check-out materials if they have fines or fees totaling \$10.00 (including estimated overdue fines) or more from any of the Suburban Library Cooperative libraries, including the Sterling Heights Public Library.

#### Overdues and Bills

As a means to retrieve overdue materials, the Sterling Heights Public Library issues courtesy notices via text and/or email. Notices are sent 3 days after an item is due. A second/final notice is sent 30 days after an item is due.

Notices for overdue fines and lost book charges are sent 1 day after the charges are assessed if the amount owed on the account is over \$1.99. A second/final notice is sent 21 days after a charge is assessed.

Notices are sent in the following ways:

- Text message phone number – all notices and bills are sent this way.
- If no text message phone number is listed, then an e-mail address in the patron account – all notices and bills are sent this way.

All bills can be paid online using a credit card.

#### Collection Agency

Patron accounts which have bills of overdue fines and/or lost book charges of \$50 or more, for more than 45 days will be sent to the collection agency, Unique Management. Unique Management automatically gathers information about delinquent patron accounts from the automation software on a weekly basis. A "referral" fee of \$10 is added to the patron's account. Patrons will receive a series of three letters and two phone calls from Unique Management.

#### Privacy Statement

If the patron opts in, the library software will maintain a history of what a user has previously checked out. It is the policy of the library to preserve the confidentiality and privacy of all registration and circulation records according to state and federal laws (see Confidentiality of Records Policy). Library

records include user name, birth date, address, and driver's license, items checked-out, and overdue fine and fee information.

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