

# ***PERRY PUBLIC LIBRARY***

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*Make It Part of Your Day*

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## Lending Policy

The Perry Public Library is a member of the Pioneer Library System (PLS) which serves the forty-two public libraries in Ontario, Wayne, Wyoming and Livingston (OWWL) counties. The Library applies the same privileges, responsibilities, and fees on all materials owned by the Perry Public Library, no matter which PLS library the items are lent from, or from which location the patron was originally issued their library card.

### 1.) Library Cards and Patron Accounts

Registering for a library card must be done in person. Applicants must complete and sign the Library's registration card. Minors must sign and have a guardian's counter signature. Exceptions can be made for people who are disabled and unable to come to the Library.

In order to apply for a card, a photo ID with current address is required. If you do not have a current photo ID, you may use a combination of recent mail with new address plus ID. Upon application for a library card, the Library will verify that the applicant does not already have a card within PLS. If the Library finds that an applicant has a pre-existing OWWL account, the applicant must update the information on the account, take care of any outstanding fines over \$5, and pay the replacement fee before a new card will be issued. If any patron is found to have multiple OWWL accounts, those accounts, along with all fines, items, and holds associated with them, will be merged to the most recent record. The Library Director will be the sole arbitrator in instances where a patron wishes to challenge the finding. The Library reserves the right to withdraw borrowing privileges from any patron providing the Library with false registration information.

Cardholders are responsible for the safekeeping and use of their card, including all items and fines charged to their account, unless the card has been reported lost or stolen. Cards are not meant to be shared between multiple patrons, but if the patron decides to do so only the name on the account is responsible for any fines accrued. Perry Public Library strongly encourages patrons to maintain their own library card.

Lost cards should be reported to the Library immediately to avoid unnecessary charges, and may be replaced for a fee. All lost cards will be marked inactive until replaced. 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 OWWL card in their name.

So that the Library can maintain accurate contact information of our patrons, OWWL library cards are set to expire two years from the date of initial registration or the date of a card renewal. To renew the card in person, a patron must present their library card. To renew over the phone, a patron must provide their legal name and at least one contact method on the account. Library staff are not allowed to extend a renewal period, though the circulation staff at PLS may in extraordinary circumstances. When renewing a library card, a patron will be asked to provide their current address, phone number, and email address. Patrons may only update their mailing address via phone or in person. Patrons who wish to have their names changed can do so by request at the library, with proof of legal name change. In the case of wanting a non-legal name added to the account, in addition to the patron's legal name, this can be done at anytime in person or over the phone

PLS sets the standards for when and how cards are set to inactive after a certain period of time. Perry Public Library staff can retrieve the most up to date information on these policies from PLS when requested to by a patron.

## 2.) Juvenile Patrons

The parent/guardian assumes responsibility for all materials and any fines incurred through the use of a child's card. The child must be present at the time of registration. The parent/guardian will not be contacted when their child uses their card. Parents and guardians will be reminded at the time of registration that the Perry Public Library is not allowed to censor materials (this includes the borrowing of DVDs or video games that may be rated above the child's age). Parents and guardians are solely responsible for overseeing what material they believe is appropriate for their children.

## 3.) Borrowing Materials

Any cardholder in good standing, regardless of age, may borrow any circulating item in the Library's collection. Patrons are required to present their OWWL library card or photo ID when borrowing materials. All cardholders reserve the right to have a receipt that lists the due dates for their items. Item due dates are also available via the patron's

online OWWL account or by calling the library. Borrowing privileges may be limited or rescinded if the cardholder has overdue items, unpaid fines or fees, or has violated the Library's rules of conduct. Loan periods and number of renewals are determined by the Library Director according to demand for the material, appropriateness of use, and value of the material.

Unless noted, all items owned by a PLS library may be returned to the Perry Public Library. Items owned by a library outside of PLS should not be returned to the Perry Public Library, unless they were ordered through PLS's interlibrary loan system. Patrons that return out-of-system items to the Library may be subject to the costs the owning library undertakes to retrieve the items (postage and fines).

The Library maintains an outdoor bookdrop for our patrons' convenience. Items returned via the bookdrop when the Library is closed will be backdated to the last day the Library was open. Returns made while the Library is open are treated as being returned during that day. The bookdrop is not checked in on Sundays or on other dates that the library is closed.

An item may be renewed up to three times 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.

All PLS libraries are required to provide patrons with two formal overdue notices indicating that they have not returned an item: the first at two weeks overdue and the second at six weeks overdue. These notices are sent to the contact information that was provided by the patron. It is not the fault of the library if overdue notices are sent to the wrong address due to the patron providing false or out of date information.

#### 4.) Fines and Fees

The Perry Public Library is a fine free institution. This means that late fees do not accrue on books, DVDs, magazines, or other regular library materials. Fines are still in effect for objects in the "Library of Things", including museum and park passes. The current rates for fines and other charges are determined by the Library Director, and are listed in a handout available in the library. In the case of loss or damage to materials, the cardholder will be charged the original price of the item. Payments received for lost items or damaged materials are transferred to the library that owned the material. If a

patron has more than \$5 in fines, or has more than five items overdue their card will be blocked from further use.

Patrons wishing to contest fees on their library accounts may do so with any library clerk. All clerks have limited power to forgive fines. For excessive fines or fees ultimate discretion for the voiding charges falls to the Library Director. Fines for damaged or lost items owned by another library must be contested at the owning library. Library staff can provide patrons with the name and contact information of the owning library for an item.

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 Perry Public 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 in the hands of the owning library. In the case that the Perry Public Library owns the item, discretion falls to the Youth Services Librarian or to the Library Director. Instances in which a claimed returned item cannot be located and no fine was assessed will be noted on the patron's record.

The Library does not issue refunds for lost or damaged items that have been paid for by patrons and then later returned. Once paid for, these items are considered the property of the patron.

#### 5.) Borrowing from other libraries

Library patrons have access to the collections of the other libraries in the Pioneer Library System. Patrons may request in person, by telephone, or online, that materials from other PLS libraries be delivered to their library of choice. Items will be held for at least one week after the patron has been notified of the availability of the item. If the patron fails to contact the Library to make other arrangements or to cancel the hold, a fine may be added to the patron's card for each item returned to another PLS library without being checked out. Although their holds may be fulfilled, patrons with an account with fines greater than \$5.00 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.

#### 6.) Interlibrary Loan

Any registered cardholder in good standing (not exceeding the maximum number of overdue items or the maximum fine threshold of \$5.00) may request materials not available in the OWWL catalog through the interlibrary loan (ILL) system. Patrons will be charged \$5.00 for an ILL request, regardless of whether or not the Library is able to obtain the item.

#### 7.) Confidentiality

Perry Public 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." Access to borrower information is restricted to authorized staff and the borrower with appropriate identification. Under no circumstances will a library staff member discuss a borrower's record of loans, holds, or renewals with anyone other than the borrower or with other library staff members to the extent necessary for efficient and effective service to the public. This includes discussing a minor's account with a parent or guardian.