

Circulation

Purpose

The purpose of this Circulation Policy is to ensure that Sylvan Lake Municipal Library items are returned in a timely fashion in order to make the widest possible selection of library items available to all library users, and also to fill holds and interlibrary loan requests as quickly as possible.

A. Loan Limit

1. At any time, a patron may have up to 100 items borrowed on their card. This can be a combination of any materials the library offers for loan.

B. Loan Period

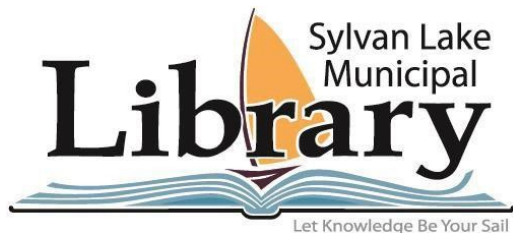
1. 21 days for all materials.
2. Longer loan periods will be offered during summer months and at the special request of the patron.

C. Returns

1. Library items belonging to the Sylvan Lake Municipal Library, Parkland Regional Library System, or other Alberta public libraries may be returned to any library in the province.

D. Renewals and Extended Due Dates

1. A maximum of 5 renewals per item are permitted.
2. Renewal may not be possible if another library patron has placed a hold on the item.
3. Renewals may not be possible for interlibrary loan items (ILL). These materials are owned by libraries outside of the Parkland Regional Library system.
4. Renewals may be made in person, by telephone, email or by self-renewal using the Public Online Catalogue (PAC)
<https://search.prl.ab.ca/polaris/logon.aspx?header=1>
5. Self-renewal is not permitted on items that are already overdue.
6. As needed, patrons may request an extended due date for their library items.



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E. Overdue Items

1. It is the responsibility of our patrons to ensure the timely return of borrowed items.
2. If the item remains overdue for more than 28 days, an invoice may be issued for the replacement cost of the item.

F. Lost Items

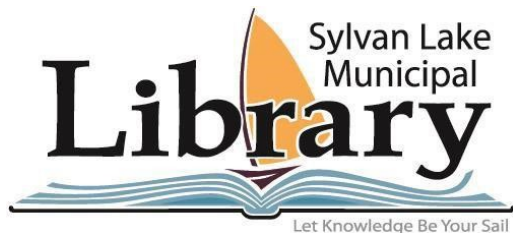
1. Once a patron has reported an item lost, the replacement cost will be applied to the patrons account.
2. If the item is returned, the replacement fine will be waived.
3. In the event that an item is found by a patron after it has been reported as lost and replacement
4. costs have already been paid, the item becomes the property of the patron and it cannot be returned to the library for reimbursement.

G. Damaged Items

1. If a patron reports that an item has been damaged or staff discover that the item is damaged, the replacement cost will be applied to the patrons account. The patron will be notified of this charge.
2. Once the patron has paid for the item, it becomes the property of the patron.

H. Claims Returned

1. When a patron notifies the library that an overdue item was returned, and library records show the item is still checked out to the patron, and is not on the shelf, the item becomes a "claims returned" item.
2. When the library is notified of the "claims returned," the patron will be asked to continue searching for the item and a search will be initiated in the library.
3. If the item is found in the library, the patron will be notified and the item will be removed from the patron's account.
4. If the patron is a ME borrower, it is the patron's responsibility to
5. contact the library to which they returned the item to see if it is at that location.
6. The maximum number of allowable "claims returned" items is 5. After 5 items, the patron's record shall be suspended pending a review of the account's history and a discussion with the patron by the Library Director or Assistant Library Director.



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I. Interlibrary Loans and Holds

1. If a patron requests an item not held in the Sylvan Lake Municipal Library collection, every attempt will be made to provide the item.
2. Items held in the Parkland Regional Library system will be provided by placing a hold in the catalogue.
3. The Sylvan Lake Municipal Library will attempt to provide items not held in the Parkland Regional Library system via interlibrary loan.
4. Patrons wishing to look for materials outside of Parkland, can visit <https://alberta.relaisd2d.com> to access D2D Relais and request items from other libraries within Alberta. Library staff are always willing to assist as needed.
5. Although the Sylvan Lake Municipal Library does not charge a fee for supplying interlibrary loans, some libraries do. The patron will be notified of ILL charges levied by a lending library before the item is supplied, and is responsible for paying the charges should they choose to receive the item. The library is not responsible for third party ILL charges.
6. Patrons will be contacted as soon as possible after their ILL or holds arrive at the library, and items will be held for 5 business days after arrival. If the requesting patron does not pick the item up within this time, it will be returned to the shelf, mailed back to the lending library, or sent to fill the next hold in the queue.

J. Lost Library Cards

1. Lost cards can be replaced for a small fee. It is \$2.00 for the first card and \$5.00 per card after that.

Approved: October 14, 2020
Board Chair: Deb Parry

Revised: September 9, 2021
Board Chair: Deb Parry