

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 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 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 \$25 to the library in order for the minor to be eligible for a card.

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 signed application form in which he/she agrees to comply with all library rules and regulations. The paper application form is discarded once the signature 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 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	\$15.00
Books – Paperback	21	Y*	.25	5.00
Magazines	21	Y*	.25	5.00
CDs – Books	21	Y*	.25	15.00
**CDs - Music	14	Y*	.25	15.00
**DVDs	14	Y*	.25	15.00
Blu-rays	7	Y*	.25	15.00
**New DVDs and Blu-rays	7	Y*	.25	15.00
Videogames	14	Y*	.25	15.00
Bestsellers	7	N	.25	15.00
Book Club Kits	42	Y	1.00	50.00

*Three renewals unless reserved for another patron.

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

- 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, current magazines, and microfiche and microfilm do not circulate.

Renewals

The renewal of library material may be done in person, by telephone, at home via the Internet, or at a computer in the library.

The 24 hour touchtone telephone renewal line, SVA (Sirsi Voice Automation), is 586-203-8725. This number may be used to list titles on loan, list titles on hold ready for pick-up, list any current fine balances, and change your PIN (Personal Identification Number). A library card number and a PIN, which is assigned at the check-out counter, will be needed to access the account.

Materials may also be renewed at home via the library home page, 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. However, there is no phone service on Sundays.

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 \$5 or more in fines or 5 or more items overdue, the items cannot be renewed online or on the 24 hour touchtone renewal line.

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, e-mail or SVA (Sirsi Voice Automation). The user has 7 days to pick-up the hold materials at the hold pickup area on the 1st 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, consisting of the cost of the item as indicated in the database, plus a processing fee of \$5.00 for hard cover books and audiovisual items, and \$2.00 for paperback books and magazines. Patrons may purchase an identical item to replace a lost or damaged item. A processing charge will still 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 \$5.00 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, phone and/or email. Notices are sent 3 days after an item is due. A 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 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.
- If no e-mail address is provided then the 1st, 2nd, and 3rd overdue notices and 1st and 2nd bill notices are sent through SVA.

All bills can be paid online through Enterprise with a credit card. A convenience fee of \$.50 is charged for the service.

Collection Agency

Patron accounts which have bills of overdue fines and/or lost book charges of \$25 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 Sirsi on a weekly basis. A “referral” fee of \$10 is added to the patrons account. Patrons will receive a series of three letters and two phone calls from Unique Management. Accounts will be sent automatically to the credit reporting agencies if they are not paid within 120 days of notification by Unique Management.

Claims Returned

Materials that are classified as overdue but claimed by the user to have been returned are marked as “claims returned”. The user’s borrowing privileges are returned and the library will monitor the claim and search the shelves for the missing item(s) three times over four weeks. If the items are found, they are cleared from the patron’s account. If they are not found, they are also cleared from the patron’s account. A note is placed in the patron’s library account indicating we have waived charges for a claims returned item. Patrons are allowed two waived claims returned items in three years. After this, they will be billed for all other claims returned items we cannot find on the shelf.

Privacy Statement

The library does not maintain a history of what a user has previously checked out once books and materials are returned on time. 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.

Revised 5/2013
Revised 7/2013
Revised 9/2014
Revised 7/2015
Revised 9/2015
Revised 1/2016