

## 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 email 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.
- 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) "Non-standard items" include: recalls, reserves, audiovisual media, special collection materials, interlibrary loans (ILL), and equipment.
- R) "Notice" refers to a printed or electronic communication from the Library in regards to the borrower's account.
- S) "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.
- T) "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 effect on the current due date.
- U) "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).
- V) "Reserves" refers to instructional materials that are loaned for a short period of time in direct support of classroom instruction.
- W) "Staff" refers to individuals working for the University but not appointed by the Board of Regents.
- X) "Student" refers to any full-time or part-time student enrolled at the University.
- Y) "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 a non-standard 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 contact information for 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 Policies – 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) Most standard books, with loan periods of 28 days, 3 months, or 6 months, do not accrue fines.
- C) Fines for non-standard items 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.
- D) The fines on recalled items are assessed from the day after the recall due date.
- E) 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.
- F) Items that are reported lost prior to reaching the maximum fine will be charged the accrued overdue fine (when applicable), the lost item replacement cost, and a processing fee.
- G) Items that are returned damaged are evaluated and fees will be charged accordingly.
- H) Fees for media loans, intrasystem loans, equipment, 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) Upon approval by the owning library, a borrower may have the option to purchase an acceptable replacement copy. The replacement cost will then be waived and the borrower pays for the processing fee, applicable overdue fines 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 and within a year, the replacement cost of the item may 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 for non-standard items 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 email.
- B) Overdue notices are generated the day after the due date and are emailed/mailed to the address on the borrower's account. Subsequent overdue notices are generated weekly until the item reaches lost status.
- C) Recall notices are generated the day after the recall is placed, indicating the new due date, and are emailed/mailed.

- D) Item Available notices are generated daily, indicating the date the item can be picked up, and are emailed/mailed. Items not picked up are returned to their original location unless there are additional requests.
- E) Courtesy notices will be generated 3 days before the due date for all loans, indicating the items that will be due.
- F) Fines and Fees Notices are generated daily and are emailed/mailed.

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

- A) 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
- B) 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.
- C) 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 HAWAII REVISED STATUTES.

**APPENDIX I**

Libraries of the University of Hawai'i System – Standard Loan Periods, Fines, and Fees

<b>Books:</b> (item type, not format)	Loan and Renewal Period	Renewals	Grace Period	Guaranteed Loan When Recalled	Recall Rate \$10 max
Undergraduates	28 days	5	0	14 days	\$0.50/day
Graduates	3 months	5	0	14 days	\$0.50/day
Faculty/Staff	6 months	99	0	14 days	\$0.50/day

<b>AV/Media:</b> (item type, not format)	Loan and Renewal Period*	Renewals	Grace Period	Daily Fines \$10 max	Hold or Recalls**
Undergraduates	7 days	1	0	\$1.00/day	N/A
Graduates	7 days	1	0	\$1.00/day	N/A
Faculty/Staff	7 days	1	0	\$1.00/day	N/A

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

\* Law Library may have short loan periods for their AV/Media materials.

\*\* Hamilton AVC materials can be requested by UH students, faculty, or staff.

UH Hilo and Windward Community College AV materials can be requested by UH faculty or staff.

Lost Item Replacement – Books & AV/Media

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

**APPENDIX II**

**Libraries of the University of Hawai'i System – Community Borrower Cards**

	<b>Community User</b>	<b>UH Retiree</b>	<b>Hawai'i State/City Agencies</b>	<b>Research Organization</b>	<b>Associate Member</b>
<b>Criteria to Get Card</b>	Current photo ID and proof of Hawai'i residency  18 years or older	Current photo ID and proof of Hawai'i residency  10 years of service in the University of Hawai'i System  Memorandum from your department chair or campus personnel officer, signed and dated on official letterhead, stating that you have worked 10 or more years in the UH system	Current photo ID and proof of Hawai'i residency  Completed application form for city, state and federal agencies  Request printed on institution's letterhead signed by fiscal or other authorized officer, including name(s) and ID number(s) of the individual borrowers	Current photo ID and proof of Hawai'i residency  Completed "Research Card Request and Agreement" form  Request printed on institution's letterhead signed by fiscal or other authorized officer, including name(s) and ID number(s) of the individual borrowers	Current photo ID and proof of Hawai'i residency  Anyone 18 years or older who wishes to join the Associates of the University of Hawai'i at Mānoa Library (friends group)
<b>Cost</b> Non-refundable	6 months \$30 1 year \$60  <b>Hawai'i residents 60 years and older:</b> 6 months \$20 1 year \$30	10 Years  FREE	First two cards, no charge  Additional cards: \$50 each per year	\$60 each per year	\$65 per year  (\$25 tax deductible as a donation)
<b>Borrowing Privileges Books</b>	10 books	10 books	10 books	10 books	25 books
<b>Loan Period</b>	28 days	28 days	28 days	28 days	28 days
<b>Renewal of Books and AV material</b>	1 renewal	1 renewal	1 renewal	1 renewal	1 renewal
<b>Borrowing Privileges AV</b>	UH Mānoa, Kapi'olani CC, Kaua'i CC, Leeward CC, & Windward CC: In-house AV viewing free; borrowing \$23 per title  UH Hilo, UH West O'ahu, & Maui College: No AV viewing or borrowing  UH West O'ahu: AV viewing and borrowing for registered Hawaii Tokai Int'l College students and faculty only.				UH Mānoa ONLY:  In-house AV viewing free; borrowing \$23 per title
<b>Replacement Fee</b>	\$5 per card	\$5 per card	\$5 per card	\$5 per card	\$5 per card
<b>Card Issued</b> Non-Refundable	Immediately upon payment	Immediately upon completion of required forms	7 days after application form, signed letterhead and payment are received  Card issued & renewed at <b>Hamilton Library</b> For more information call (808) 956-7203  Card issued & renewed at <b>UH Hilo</b> For more information call (808) 932-7286  Card issued & renewed at <b>Maui College</b> For more information call (808) 984-3715	7 days after application form, signed letterhead and payment are received  Card issued & renewed at <b>UH West O'ahu</b> For more information call (808) 689-2703	Immediately upon payment
<b>Eligible for Borrowing at the Following Campuses *</b>	Kapi'olani CC Kaua'i CC Leeward CC Maui College UH Hilo & Hawai'i Community College UH Mānoa: Hamilton Library & Sinclair Library UH West O'ahu Windward CC				UH Mānoa: Hamilton Library & Sinclair Library ONLY
<b>Services NOT Available</b>	Intrasystem loans, Holds/Recalls, Interlibrary loans, Computer Labs, Group Study Rooms, Lockers, Laptop Loans, and Remote Access to restricted online databases  No in-house access to Library PCs or laptops with internet access at UH Hilo & Maui College				

**\*Not Participating:** Honolulu Community College  
UH Center, West Hawai'i  
UH School of Law  
UH School of Medicine