# Dulaney-Browne Library
# Circulation Policy

(Includes the Leichter Listening Library and the Center for Interpersonal Studies through Film and Literature Collection)
Effective May 17, 2010

Requests for exceptions to library policies may be available in special circumstances and should be addressed to the director.

Major changes from previous practice are highlighted in <mark>pink</mark>.
Items that are set in the Voyager system are printed in blue.

## Contents

## Customer Service

At least one full time circulation staff member should be assigned to provide customer service at the desk at all times.

- Staff members at the desk should acknowledge patrons as they enter the library and as they approach the desk.
- Staff members should strive to assure that all library visitors have a positive experience and leave with the information they need.
- Staff members should work on projects at the desk if the traffic is slow, but never on projects that require concentrated attention.

Customer service at the desk may be delegated to a student worker, but the circulation staff member should remain in the area to answer questions and provide support as needed. Listening library service is generally delegated to listening library student workers. The circulation staff member assigned to provide customer service at the main circulation desk is also available for these students via the telephone.

## Identification and Verification of Dulaney-Browne Library Patrons

OCU Students (undergraduate, graduate and law)
Students should present a photo ID (preferably their student ID) to check out materials. Students may check out books during or before any semester for which they are enrolled. The library system should show the expiration date of their enrollment. This may be verified by the Registrar's office if necessary. A student account expiration date may be adjusted through the petition to extend due date process if the student has a paper or project due after the end of his or her regular enrollment period.

OCU Faculty

Faculty members should present a photo ID (preferably their OCU ID). Staff may also check out to faculty members that they know without ID. New faculty members must generally be added to the library system based on monthly employee files from the campus computer system or information in the campus telephone and email directories. Information may be verified by the Human Resources office if necessary. The expiration date of faculty accounts should be set to two years from the current date when entered or updated. Expiration dates should be updated in the system based on the terminations notices emailed to the Access Services Librarian by the Human Resources office.

OCU Adjunct Faculty

Adjunct faculty members should present a photo ID (preferably their OCU ID). Staff may also check out to adjunct faculty members that they know without ID. The library system should show the expiration date of their current appointments. New adjunct faculty members must generally be added to the library system based on information provided by the school or college for whom they teach.

OCU Staff (excluding student workers)

Staff should present a photo ID (preferably their OCU ID) to check out materials. New staff members must generally be added to the library system based on monthly employee files from the campus computer system or information in the campus telephone and email directories. Information may be verified by the Human Resources office if necessary. OCU staff includes both those paid by the university and those who work on campus for university contractors (for example ELS, cafeteria, and housekeeping employees). The expiration date of staff accounts should be set to one year from the current date when entered or updated. Expiration dates should be updated in the system based on the terminations notices emailed to library staff by the Human Resources office. The expiration date for contract staff accounts should be set to 6 months and contact information should be verified every 6 months before the account expiration date is extended.

ELS-OKC Students

ELS Students should present a photo ID or an ELS ID card. The library system should show the expiration date as the Monday before the end of their current ELS session. New ELS students must generally be added to the library system based on the list of students provided monthly by ELS. Contact information must be added before students can check out materials. A student account expiration date may be adjusted through the petition to extend due date process if the student has a paper or project due after the end of his or her regular enrollment period.

DBL Courtesy Card Holders

Courtesy Card holders should present a photo ID and/or their courtesy card. The library system should show the expiration date of their current card. New and renewed courtesy cards are issued according to the courtesy card policy.

Proxy Patrons

Student proxy patrons should present a photo ID (preferably their OCU ID). The circulation staff member should ask if the item is personal or for the proxy.

Non-student proxy patrons should present a photo ID (and preferably their courtesy card). The library system should link the checkout to the DBL patron for whom the items are checked out and the policies for that patron type will be used.

Faculty and staff members may designate proxy patrons by completing the proxy patron request form. If the proxy patron is not a DBL library patron, circulation staff members will issue a courtesy card and add the patron to the system. All patrons with proxy privileges will have a pop up note to remind staff to check out via proxy as appropriate.

## Circulation Limits, Check-out periods, and renewals

**OCU Undergraduate Students & OCU Law Students:**

15 total items

Regular items (books, cassettes, CD-ROMs, government documents, professional development collection, scores, LPs):

3 weeks, 4 renewals

Reserves:

2 hours, 2 days, or 1 week as requested by instructor, 4 renewals

Media Collection:

2 items, 1 week, 4 renewals

CD Music Collection:

2 items, 2 hours (in listening library use only), 4 renewals

Interlibrary Loan Items

Due date set by the lending library. Renewals should be requested 1 week in advance and must be approved by the lending library. (If a renewal is requested 0-3 days before the due date, staff may extend the due date to 3 days from the renewal request date to allow time for a response from the lending library.)

**OCU Graduate Students**

25 total items

Regular items (books, cassettes, CD-ROMs, government documents, professional development collection, scores, LPs):

4 weeks, 4 renewals

Reserves:

2 hours, 2 days, or 1 week as requested by instructor, 4 renewals

Media Collection:

2 items, 1 week, 4 renewals

CD Music Collection:

2 items, 2 hours (in listening library use only), 4 renewals

Interlibrary Loan Items

Due date set by the lending library. Renewals should be requested 1 week in advance and must be approved by the lending library. (If a renewal is requested 0-3 days before the due date, staff may extend the due date to 3 days from the renewal request date to allow time for a response from the lending library.)

**OCU Faculty**

99 total items
Regular items (books, cassettes, CD-ROMs, government documents, scores, LPs):
   5 months, unlimited renewals
Professional development collection:
   4 weeks, 4 renewals
Reserves:
   1 week, 4 renewals
Media Collection:
   2 items, 1 week, 4 renewals (exceptions available based on teaching needs)
CD Music Collection:
   1 week, 4 renewals
Interlibrary Loan Items
   Due date set by the lending library. Renewals should be requested 1 week in advance and must be approved by the lending library. (If a renewal is requested 0-3 days before the due date, staff may extend the due date to 3 days from the renewal request date to allow time for a response from the lending library.)

## OCU Adjunct Faculty
99 total items
Regular items (books, cassettes, CD-ROMs, government documents, scores, LPs):
   end of the semester, no renewals unless hired for the following semester (unlimited renewals while continuously employed)
Professional development collection:
   4 weeks, 4 renewals
Reserves:
   1 week, 4 renewals
Media Collection:
   2 items, 1 week, 4 renewals (exceptions available based on teaching needs)
CD Music Collection:
   1 week, 4 renewals
Interlibrary Loan Items
   Due date set by the lending library. Renewals should be requested 1 week in advance and must be approved by the lending library. (If a renewal is requested 0-3 days before the due date, staff may extend the due date to 3 days from the renewal request date to allow time for a response from the lending library.)

## OCU Staff
15 total items
Regular items (books, cassettes, CD-ROMs, government documents, professional development collection, scores, LPs):
   3 weeks, 4 renewals
Reserves:

2 hours, 2 days, or 1 week as requested by instructor, 4 renewals

Media Collection:

2 items, 1 week, 4 renewals

CD Music Collection:

2 items, 2 hours (in listening library use only), 4 renewals

Interlibrary Loan Items

Due date set by the lending library. Renewals should be requested 1 week in advance and must be approved by the lending library. (If a renewal is requested 0-3 days before the due date, staff may extend the due date to 3 days from the renewal request date to allow time for a response from the lending library.)

**ELS-OKC Students**

Check out periods:

5 total items

Regular items (books, cassettes, CD-ROMs, government documents, professional development collection, scores, LPs):

3 weeks, up to 4 renewals if the student is still enrolled

Reserves:

2 hours in library use only, 4 renewals

Media Collection:

2 items, 1 week, 4 renewals

CD Music Collection:

2 items, 2 hours (in listening library use only), 4 renewals

**DBL Courtesy Card Holders:**

5 total items

Regular items (books, cassettes, CD-ROMs, government documents, professional development collection, scores, LPs):

3 weeks, 4 renewals (no checkout to Media Courtesy Card holders)

Reserves:

2 hours in library use only, 4 renewals (no checkout to Media Courtesy Card holders)

Media Collection:

2 items, 1 week, 4 renewals

CD Music Collection:

2 items, 2 hours (in listening library use only), 4 renewals (no checkout to Media Courtesy Card holders)

## Media Collection Exceptions

- Use (including check out) of the media collection is open to the public. All the potential user needs to do is complete the Courtesy Media Card application form.

- Circulation staff members may extend the due date for film that faculty members need to show in class or for a special event. Set the new due date based on the date of the showing.
- Full time circulation staff members may override the 2 item limit and the due date for faculty members who need to use the films in an overseas class. In such a case, the faculty member may check out up to 5 films with the due date set one week after the faculty member's return.

## System Blocks and Overrides:

Full time circulation staff members should override or correct the patron's record in the following situations:
- Account expired – DO NOT OVERRIDE – Check the individual's status and update the expiration date if this is appropriate.
- Overdue items – MAY OVERRIDE in order to renew UNLESS the items are listed as lost or have hold, recall or call slip status.
- Lost item limit – DO NOT OVERRIDE except with fine dispute – Check the record for any currently lost items. If none, log in and update the lost item counter.
- Non-circulating items – LIBRARIAN MAY OVERRIDE for faculty checkout to make copies in the faculty office or to show to a class. (Item due date should be set for the next day.)

## Overdue Items:

### Notices:

The library system sends a "courtesy notice" 3 days before an item is due, providing all patrons the opportunity to renew items they still need. If items are not returned or renewed, the system sends 3 overdue notices (after 10 days and 10 days apart for regular items, after 2 days and 7 days apart for reserve items and after 3 days and 3 days apart for media and ILL items).

### Overdue Fines and Processing Fees:

All patrons are responsible for returning materials on time or renewing them to extend the checkout period. OCU Undergraduate Students, OCU Law Students, OCU Graduate Students, ELS Students, and Courtesy Card holders pay overdue fines and processing fees on all materials when they are not returned on time. OCU Faculty and staff are not charged fines except on recalled items and interlibrary loan items. Dulaney-Browne Library supervisors may also forgive reasonable fines incurred by their student assistants.

Regular items (books, cassettes, scores, LPs) and Media Collection:
> No overdue fines.
> After 30 days, the system charges the student for the replacement of the item plus a $15.00 processing fee. Replacement fee is forgiven if the item is returned, but the processing fee should be paid.

2 Hour Reserves & CD music collection:
>50 cents per hour up to $25.00
>After 30 days, the system charges the student for the replacement of the item plus a $15.00 processing fee. Replacement and processing fees are forgiven if the item is returned, but the overdue fines should be paid.

2 Day and 1 Week Reserves:
>50 cents per day up to $25.00
>After 30 days, the system charges the student for the replacement of the item plus a $15.00 processing fee. Replacement and processing fees are forgiven if the item is returned, but the overdue fines should be paid.

Recalled items:
>25 cents per day up to $25.00
>After 30 days, the system charges the student for the replacement of the item plus a $15.00 processing fee. Replacement and processing fees are forgiven if the item is returned, but the overdue fines should be paid.

Interlibrary Loan items:
>50 cents per day up to $50.00
>The lending library will charge a replacement fee based on its schedule if the item is not returned.

## Lost Items:

All patrons are responsible to pay the replacement cost of items checked out to them if they are not returned. This includes OCU Faculty, Adjunct Faculty and Staff, although these groups are not charged overdue fines or processing fees. (Circulation staff members will forgive processing fees when items are returned or paid for.)  All patrons are encouraged to complete the fine dispute process if there are special circumstances surrounding the loss of the item. Items are deemed lost when they are 30 days overdue. The library will refund the replacement fee if the item is returned.

## Consequences of overdue items and unpaid fees

- Library checkout and interlibrary loan privileges are suspended when any items are overdue or $5.00 or more of unpaid fines are on a patron account.
- In addition …
    - Student unpaid fines of $5.00 or more and overdue books are reported to student accounts on the Monday after finals each semester.
        - Unpaid fines of $5.00 or more are added to the student's account and removed from the library account.
        - Overdue items result in a hold on the student's account that prevents the student from receiving a transcript or diploma until the overdue item is returned or the replacement and processing fees are paid to the library.
    - OK-Share Courtesy Card holder unpaid fines or overdue books are reported to the cooperating library.

## Holds and Recalls

- Patrons may request any circulating item through the online catalog and request pick up at the Dulaney-Browne Library Circulation Desk or at the Leicther Listening Library.
  - o Get it (2-day)/Call Slip
  
  If items are listed in the catalog as available, circulation staff will pull the items during the next day that the library is open. A circulation staff member will place the item on the hold shelf at the requested library and contact the patron. Items will be held for up to 7 days for pick-up.
  - o Holds/Recalls
  
  If items are currently checked out, the system will prevent the renewal of the item and send the patron who currently has the item a message stating that another patron needs the item. When it is returned the system will print a hold slip and circulation staff will pull the items during the next day that the library is open and contact the patron via e-mail. A circulation staff member will place the item on the hold shelf at the requested library and contact the patron. Items will be held for up to 7 days for pick-up.

## Reserve Items

- Faculty members and library staff place some items on reserve. These items are maintained at the circulation desk and generally have shorter loan periods than normal items. Many are also designated as "Library Use Only."
- The library charges hourly or daily fines on overdue reserve items as outlined under "Overdue Fines and Processing fees."
- Reserve items are not subject to normal holds or recalls, but circulation staff members will add a "circulation hold" to items that are checked out when they are requested by another patron. This will prevent the item from being renewed, but will not generate a hold for a specific patron. The item will be normally available when returned.
- A detailed Reserve Policy covers additional items.

## Interlibrary Loan

- Patrons may request items from other libraries through interlibrary loan requests completed in paper, through the online forms on the web page, or through WorldCat.
- Patrons sign for all interlibrary loan items when they are picked up.
- Returnable interlibrary loan items are checked out through the automated system and the due date is modified to match the due date set by the lending library.
- A detailed Interlibrary Loan Policy covers additional items.

## OK-Share

- Current Oklahoma City University students, faculty, and staff are eligible for OK-Share cards unless they have any blocks on their accounts (overdue items, lost items, fines, etcetera.)
- Students, faculty and staff members must complete the OK-Share application form and be issued an OK-Share card signed by a full time Dulaney-Browne Library staff member.
- Student OK-Share cards should have the expiration date of the end of the current semester.
- Faculty and staff OK-Share cards should have the expiration date of the next August 31.
- Library visitors from other Oklahoma academic libraries that present an OK-Share card and photo ID should complete a courtesy card application and follow courtesy card rules.

## Guest Computer Use

Full time circulation staff members or librarians may log in campus guests to a library computer using the library's guest login if they meet the guidelines in the Guest Computer Use Policy. Use of the guest login is tracked using the barcodes posted at the circulation desk. For guests with the appropriate courtesy card, check out the guest login to them. For one time visitors, use the visitor card at the circulation desk.

## Copying, Printing, and Scanning

Circulation staff members are responsible for assuring that the machines have a sufficient supply of paper and toner.

The reference librarian on duty at the desk should generally be called upon to help patrons with paper jams and in using the copiers, printers, and especially for scanning and sending documents via e-mail from the #2 copier/printer. However, circulation staff members (or other staff members) should assist patrons if the reference librarian is busy or otherwise not available.

Copy and printout prices are:

| Black & White | Color |
|---|---|
| 8.5x11 - 10¢ (#0, #1, #2, #3) | 8.5x11 - 40¢ (#2) |
| 8.5x14 - 10¢ (#1, #3) | |
| 11x17 - 20¢ (#2) | 11x17 - 80¢ (#2) |

Scan to e-mail is available on copier/printer #2 and is FREE.

Copying and printing services are managed on a campus wide basis. This means that the library cannot generally make refunds for bad copies. Make replacement copies/printouts using the "Technology purse" card in the cash register drawer or make copies/printouts on the staff copier/printer. If all of the copier/printers in the library are malfunctioning and it is therefore impossible to provide replacement copies, send the director an email outlining the problem (including date and time), the number of unusable copies or prints charged, and the name and ID number of the student to whom they were charged.

## Lost and Found

- The library holds "lost and found" items at the circulation desk for up to a week.
- In the case of ID cards, the library staff member who finds or is given a misplaced card will send an email to the student's OCU email account informing him or her that the card is at the circulation desk.
- In the case of wallets, the library staff member who finds or is given the misplaced wallet will make an attempt to identify the owner and call or email that individual informing him or her that the wallet is at the circulation desk. If the owner does not respond, the wallet will be taken to the OCUPD lost and found the same day.
- In the case of cell phones, the library staff member who finds or is given the misplaced cell phone will take it to the OCUPD lost and found the same day.
- All lost and found items that are not claimed will be taken to the OCUPD lost and found once per week (generally on Friday afternoons.)

## Fee Based Services

### Thesis Binding

The library provides the binding service for all OCU theses and keeps two copies of each thesis for the library's collection. Students should bring the completed Thesis Submission form and the correct number of copies of the thesis to the library for binding, along with the correct fee for all copies of the thesis to be bound. The current fee is $8.00 per copy. Transactions should be logged in the cash register file as thesis.

### Fax Service

The library provides limited fax services for OCU students and ELS-OKC students for a fee. Transactions should be logged in the cash register file as fax. (See separate policy)

### Stamps

The library sells individual 1$^{st}$ class postage stamps for face value. Transactions should be logged in the cash register file as stamps.

### Book sales

The library holds several book sales per year. Current regular prices are $2.00 for hardback books and $1.00 for paperback books (and paper bound scores), and 50¢ for periodical issues. Transactions should be logged in the cash register file as book sale.

### Furniture and other sales

From time to time the library may sell additional items for the prices marked. All items must be paid for and picked up at the time of sale. The library cannot be responsible for items paid for

and not removed from the building and it also cannot be responsible for items marked "sold" and not paid for. Transactions should be logged in the cash register file as furniture sale.

## Cash and Payments

The library accepts cash and checks only. No credit card payments. Patrons may pay fines or purchase services with a check by showing a current photo ID. Circulation staff members should add the patron's driver's license number and current telephone number to the check.

Change:
The library's vending machines accept dollar bills and five dollar bills, quarters, dimes, and nickels. The library's change machine accepts dollar bills and five dollar bills. The library's cash copier accepts dollars, quarters, dimes and nickels (although it may not provide change).

Circulation staff members may change $10.00 and $20.00 bills to fives or fives and ones for these machines. No larger bills should be changed and patrons should use the change machine for coins unless it is not operating.

## Providing Assistance

### Collections questions
- Does the library own a specific item
  - look up in the catalog or journals list,
    - If the answer is yes, provide the patron with the complete call number and location and ask him or her to return if they cannot find the item on the shelf
    - If the answer is no, refer the patron to a reference librarian for more in depth help (it may be available in another format, with a slightly different search strategy, or from another library)
- Where are the books on …
  - refer to a reference librarian if available
  - If no librarian is available, help them to search in the online catalog for the subject and ask them to come back in order to contact an on-call reference librarian if they don't find what they need.

### Subject questions
- Refer to a reference librarian if available or on call
- If no librarian is available or on call, suggest that the patron start with the library catalog and the EBSCOhost search box on the library's main page and then email askalibrarian@okcu.edu for more assistance if needed.

**Copying and Scanning**
- Refer to a reference librarian if available
- If no librarian is available, work with the patron until you reach a satisfactory conclusion. If necessary, call for help from other staff members.  See the copying and printing troubleshooting guide for difficult problems.


**Computer productivity questions**
- Refer to a reference librarian if available
- If no librarian is available attempt to help to the level of your ability. If another staff member is available who may know more, contact that individual for additional help. If you can't help, refer students to the student computer help desk in the basement of the university center.