

COOPERATIVE INFORMATION NETWORK CIRCULATION POLICY

Updated: April 2024

Mission Statement: It is the overriding intent that the Cooperative Information Network (CIN) integrated system will be available to member libraries and their communities. Therefore, the members agree to act in good faith and in the spirit of mutual benefit and cooperation to achieve this goal. Member libraries have voluntarily agreed to join CIN in order to improve their own and other member libraries' ability to deliver quality materials and services to their patrons.

Member libraries agree to abide by the following circulation policy in an effort to foster mutual respect for individual library policies and materials. Libraries will make every effort to preserve the condition of another library's materials and will not damage said materials by affixing any variety of tape and/or labels and/or date due stickers to materials owned by another library, nor will they attempt to mend another library's items.

CARDHOLDERS AND LIBRARIES

An individual may register for a library card at any CIN Library. Documentation required:

- Photo ID
- Proof of current physical address
- Additional documentation preferred:
- Phone or contact number
- Email (required for placing holds on CIN digital downloads)
- Guardian name if minor card

PATRON CARD TYPES

Adult or minor temporary patron type:

- Issuing a temporary patron type card is at the discretion of each individual CIN library. Patrons who do not have proof of a permanent address can get a temporary card at individual libraries that have opted to issue temporary cards. A temporary card has a 30-day expiration date and limits checkouts to materials owned by the issuing library.

Adult or minor basic patron type:

- Issuing a basic patron type card is at the discretion of each individual CIN library. Patrons who do not reside within the CIN taxing districts may be issued a basic card for free. A basic card has access to all library resources with the exception of licensed databases.

Patrons who reside in an area that does not pay library-supporting property taxes and/or do not present a public library card from elsewhere may purchase a library card for an annual, non-refundable fee to be set at the discretion of each member library. An exception to this is Liberty Lake Municipal Library where a unique non-resident card is issued free of charge with no access to library databases. See page 4 for further discussion of nonresident fees.

Adult or minor patron type:

- Patrons who reside within the CIN taxing districts and provide proof of address (via picture ID or another source) are issued an adult or minor card. This account type gives full access to print items & those digital items available to residents of their taxing district.

Faculty patron type:

- Assigned to individuals within the CIN school entities.

Homebound patron type:

- Assigned to patrons who are homebound and receive outreach services. This card category generates no overdue fines for late materials.

Institution patron type:

- Assigned to library entities for interlibrary loan purposes, or when a group card is issued. For example: a card issued to a day care or an assisted living facility, or a card issued to conduct interlibrary loan transactions with a library outside of the CIN consortium.

Staff patron type:

- Issued to CIN library staff with their own Koha logins.

Technical Services patron type:

- Assigned to a card used for a library's internal purposes, for example a cataloging review card or a copy check card, etc. Items checked out to this patron type will be loaned for 180 days.

Remote accounts with access to Koha patron type:

- Assigned to SIP authentication accounts.

Self-registration patron type:

- Assigned to an account patron-generated via the OPAC.

Staff programs patron type:

- Assigned to staff accounts used to borrow materials from any library for a regular loan period.

ENTERING PATRON RECORDS

- Staff will search patron database first to determine if there is an existing account.
- Nothing should be entered in ALL CAPS.
- Patron's name must be entered as it appears on photo ID. If patron prefers to be addressed by a different name, i.e., Sam instead of Samuel, or if they have a Jr, Sr, II, III, etc. designation this will be entered in the "other name" field.
- NA must be entered if patron does not have phone number.
- Staff and library initials must be entered when a new card is issued and/or changes are made to an existing card.
- Set one year expiration date on non-resident cards. Include non-resident circulation note and non-resident fee to patron fine account.
- Expiration date for all other patron cards is 2 years (except temporary cards that expire at 30 days).
- A CIN Library cardholder can use his or her card at any CIN Library (except temporary cards that may only be used at the issuing library).

CHECKOUT LIMITS

- Item type may determine checkout limit for CIN cardholders.
- Most Wanted collections are limited by the owning library (i.e. Post Falls has a 2 item limit, Liberty Lake has a 3 item limit, etc.)
- Video games- limit of 5 video games per cardholder
- Most items can be renewed twice if there are no holds.
- Cardholders may return CIN items to any CIN Library

CHECKOUT PERIODS

Checkout periods for items are:

- **Standard loan** (28 days) includes books, magazines, audiobooks, Playaways, music, interlibrary loan items, staff program items. Technical services loans are also categorized as standard loans, but have a loan period of **180 days**.
- **Short loan** (14 days) high demand items include books, some videos, all Bookmobile videos
- **Limited loan** (7 days) includes videos, video games, some books
- **Video loan** (7 days) includes videos
- **Video series/season loan** (14 days)
- **Most wanted loan** (defaults to 7 days, ultimately determined by individual owning libraries) includes books

- **Most wanted other** (defaults to 7 days, ultimately determined by individual owning libraries) includes anything other than books

High demand items, defined as those with more than 2 holds over the number of holdable items, will be automatically assigned a short loan period until the number of holds per holdable item falls below that ratio.

Most wanted items, as defined by the owning library, must be accompanied by a 2nd holdable, circulating copy available to CIN patrons (including that of the owning library's) with the exception of out of print, or no longer available items that do not allow for the purchase of a 2nd copy.

CHECKOUT PERIOD MODIFICATION

Due dates may be modified with the owning library's consent. Exceptions may be made for bookmobile patrons, homebound patrons or emergencies.

ACCOUNTS FINES AND FEES

- Collection of fines, including interlibrary loan fines, may vary among member libraries.
- Cardholders may be blocked from checking out if fines/fees or estimated fines/fees on the card they are using total \$3.00 or more and/or there is an overdue item on their card.
- Overdue fines may be waived at the discretion of the collecting library. Overdue fines may or may not be accrued at the discretion of each member library.
- Any overdue fees paid remain at the collecting library. Checks for lost or damaged item replacement fees should be made out to the owning library and routed to the owning library via mail, delivered at the monthly CIN meeting, or sent via the courier in an envelope.
- Acceptable forms of payments include cash, check or money order.
- Maximum Fine Threshold:
 - All materials \$3.00

COLLECTION AGENCY FEES

Amounts charged are at the discretion of the owning library. These are non-waivable and the library that assessed the collections fee should be consulted before the fee is paid at another library.

NON-RESIDENT FEES

Non-resident fees are set at the discretion of each member library.

Liberty Lake Municipal Library issues a unique card free of charge with no access to library databases and digital downloads. See page 1 for more discussion of the nonresident account type.

GRACE PERIODS

- Plummer: 5 days applied to all items
- Kellogg: 7 days applied to all items
- Liberty Lake: 7 days applied to all items
- All remaining CIN libraries do not maintain a grace period.

HOLDS

- All items are holdable with the exception of reference, in-house, most wanted, staff collections, professional collections and closed library collections (i.e., school libraries during summer months, libraries under renovation). Items in Library of Things collections or items purchased with grants or donations that have specific requirements may or may not be holdable, at the discretion of the owning library.
- Notification of an available hold is made in a timely fashion -via phone, email, mail, or text message.
- When a hold is not available, the patron's home library is responsible for notifying the patron in a timely fashion
- An available hold is typically held at the pick-up library for 3-7 days. This is subject to the library where the item is being held.
- To pick up a hold for another cardholder, an individual must have proof of
- permission. Cardholders are subject to the privacy policies of the library they are using for check out.
- If the pick-up location of an available hold is changed, contact the library where the item is currently being held so it can be scanned and put in transit.
- Any CIN item may be returned to any other CIN library, with the exception of interlibrary loans. Interlibrary loans must be returned to the patron's home library (i.e. the CIN library through which they placed the ILL request).
- Local cardholders take precedence in the holds queue over non-local cardholders for most items, although local holds priority can be turned off at the discretion of the owning library.

INTERLIBRARY LOANS

Interlibrary loan services and policies are at the discretion of each individual CIN library.

GENERAL COURIER

All items sent via courier between CIN libraries should include a routing slip placed in the item. Routing slips must not be taped or otherwise permanently affixed to items.

The following libraries receive shipments on the designated days:

Hub #1

Newport – Tuesday
Metalines – Wednesday
Calispel Valley – Wednesday
Ione – Wednesday

Hub #2

Pinehurst – Monday-Thursday
Osburn – Tuesday, Friday
Kellogg – Tuesday, Friday
Wallace Public – Tuesday, Friday
Wallace High – Tuesday, Friday
Mullan – Tuesday, Friday
Silver Hills – Tuesday, Friday

Hub #4

St. Maries/Tri-Community/Clarkia – Thursday

Hub #5

Hayden/Bookmobile – Monday-Friday

Hub #6

Priest River/Priest Lake – Tuesday

Coeur d’Alene – Monday-Friday

Athol – Tuesday, Friday

Blanchard – Tuesday

Harrison – Thursday

Liberty Lake – Tuesday, Friday

Plummer - Tuesday

Post Falls – Monday-Friday

Rathdrum – Monday, Wednesday, Friday

Spirit Lake – Tuesday, Friday

Tensed – Thursday

CLAIMS RETURNED ITEMS

- Check shelves for item.
- If item is not found, do not remove from patron's account.
- If possible, renew title to allow more time for patron and staff to search for item.
- If item does not show up by renewal due date it is at the owning library's discretion as to whether to charge or waive the replacement fee for the item.

LOST ITEMS

- Only the owning library should clear the fee/mark it paid in Koha. The amount owed should remain on the account until the owning library receives the funds and clears the fee.
- Mark item Lost. If item is being paid for, mark item Lost and Paid for.
- Replacement costs will automatically be assessed when these statuses are applied to the item. Additional fees may be applied manually.
- Complete a lost and paid for receipt to include with payment to owning library.
- Fees collected for lost items should be sent to owning library via mail, delivered at the monthly CIN meeting, or sent via the courier in an envelope.
- Acceptance of replacement items must be approved by the owning library.
- Refunds are not allowed for LOST or DAMAGED ITEMS without a receipt after patron has paid for replacement. Patrons must go to issuing library for a refund.
- Liberty Lake Municipal Library, West Bonner Library District, Coeur d'Alene, Lake City, Pend Oreille County Library District, Priest Lake and Benewah County District Libraries do not issue refunds under any circumstances.

DAMAGED ITEMS

- Apply the "damage review" status to the item.
- Complete the damage review form to include with couriered item and place inside book or case or bag. DO NOT TAPE or otherwise permanently attach form to item as this has the potential to cause further damage to item.
- Check in the item and Koha will trigger a transfer back to the owning library.
- Owning library will assess damage, and notify library or patron of charges (if any). Remove the damage review item from the patron's checkouts once a

determination has been made as to whether or not they will be charged for replacement.

- Acceptance of replacement items must be approved by the owning library.
- Fees collected for damaged items shall be sent to owning library via mail, delivered at the monthly CIN meeting, or sent via the courier in an envelope.

INCOMPLETE ITEMS

- Do not check item in.
- Apply the incomplete status to the item.
- Contact patron and determine where patron will return missing piece. If patron cannot be reached, return the item to the home library with the incomplete form indicating date, missing item(s) and patron information.
- Owning or receiving library will remove the incomplete return status when all pieces have been reunited.

REPORTS

Weekly reports and procedures are accessible on the KOHA circulation page. It is recommended that all CIN libraries make every effort to run these reports weekly and take prompt action to resolve holds, transfers and other patron-related issues as well as patron purchase suggestions.

KOHA LOGIN CREDENTIALS

Due to Koha being web based, when employees leave and/or change positions, the password to log into Koha should be changed. Additionally, when an employee changes positions, the "staff" category also needs to be changed. CIN support staff must be contacted for staff additions and removals.