

# **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 delegates 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 delegates 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, and 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 a borrower must return an item.
- 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" refers to a notice being sent to the borrower either via email to the address listed on their account or as a physical notice deposited in the library mail, campus mail, or U.S. mail to the physical address listed on their account. The date the notice is mailed will be indicated at the top of each notice.
- P. "Missing item" refers to any library item that is not charged 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 regarding the borrower's account.
- S. "Overdue item" refers to any library item that is not returned by the due date indicated in the item record, stamped on the item, or marked on an accompanying flag. If the item remains unreturned for an extended period, it will be 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 occurs when a borrower requests the book be held after it is returned by the previous borrower, without affecting the item's 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, print materials and audiovisual items may be returned to the book drops located at the library's entrance. Loanable technology and other large items must be returned to the Circulation Desk to reduce damage and verify condition on return before discharge.

- 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.
  - a. 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.
  - b. 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 is 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 has expired, an address correction is needed, or if recalled items are overdue and still outstanding.
- J. Library fines and fees may be paid in person at the Library, by mail, via drop box, or online, where available. A mailed receipt can be provided upon request. Mailed payments are processed within two business days of receipt. **Do not mail cash.**

Accepted payment methods include:

- a. **In person:** Cash, credit card, money order, traveler's check, or personal check (in U.S. funds from a U.S. financial institution)
- b. **By mail or drop box:** Money order, traveler's check, or personal check (in U.S. funds from a U.S. financial institution)

Please contact the appropriate campus library to confirm which payment methods are accepted

- K. Borrowers are responsible for notifying the library of any changes to the contact information associated with their account.

- L. Exceptions to this policy may be granted at the discretion of the Librarian or an authorized designee. All decisions made by the Librarian are final.

### **Section 5: Lending Policies – Collections**

- A) The loan period is based on a combination of factors, including the collection policy, the type of item, and the type of borrower.
- B) Items such as reference, periodical, microform, or "Library Use Only" are considered non-circulating and cannot be removed from the library.

### **Section 6: Lending Policies – Borrowers**

- A) All University faculty, staff, and students are automatically registered with the library and have borrowing privileges. Their University ID card serves as their library card. Borrowing privileges will end once their affiliation with the University is no longer active. Please consult each campus for specific restrictions or procedures.
- 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 accounts.

### **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 overdue fines.
- C) Fines for non-standard items, including course reserves, AV materials, special collections, loanable technology, etc., are calculated daily, including weekends and holidays. For reserve and scheduled items, fines are calculated hourly, 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 overdue fine is \$10.00 per item. Once the fine reaches this maximum, the item is declared lost. At that point, the borrower will be charged the maximum fine, a lost item fee, and a processing fee.
- F) Items reported lost before reaching the maximum fine will be charged the accrued overdue fine (when applicable), the lost item fee, 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) The lost item fee 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 lost item fee will be waived, but the borrower must still pay the processing fee and any applicable overdue fines.
- C) The Librarian's determination of the lost item fee amount is final.
- D) If the lost item is returned before payment and within a year, the lost item fee may be removed from the borrower's account. If the lost item is returned after payment and within a year, the lost item fee will be refunded.
- E) Fines for non-standard items and the lost item processing fee are non-refundable.
- 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 library materials. The determination by the Librarian is final.
- B. Fines and/or fees may be waived or canceled if:
  - a. The borrower is deceased. One of the following is needed for verification of death:
    - i. Death certificate
    - ii. Obituary notification
    - iii. Mail returned marked deceased
    - iv. Written notification from immediate family or legal representative
    - v. Written notification from a University department
  - b. The borrower had a major illness requiring hospitalization or extended absence. Written verification of illness and dates is required from the attending physician.
  - c. An emergency occurs within the immediate family, e.g., death or severe illness. 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.
- 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. For loans longer than three days, a courtesy notice will be sent three days before the due date, listing the items that are due.
- F. Fines and Fees Notices are generated daily and are emailed/mailed.

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

- A. If the account remains unpaid or a satisfactory settlement is not reached after the invoice is mailed, the Library will submit the account to the appropriate office for the application of sanctions.
- B. Borrowers who owe \$10.00 or more are blocked from:
  - a. Library services.
  - b. Registration for future semesters unless a library clearance is obtained.
  - c. Receiving graduation certificates, degrees, and/or transcripts unless a library clearance is granted.
- C. Outstanding accounts may be sent to a collection agency if the borrower makes no attempt to pay or correspond after notification is sent by mail or email from 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 - Books & AV/Media

<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	Holds 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 shorter loan periods for AV/Media materials.

\* UH students, faculty, or staff can request Hamilton AVC materials.

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

\* Certain campuses may provide term loans for specific collections.

Lost Item Fee – 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  UH primary ID number is the library account number.	Current photo ID and proof of Hawai'i residency  Completed application form for city, state and federal agencies  Request printed on the 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 the 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	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 the required forms	7 days after the 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 the 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