



Circulation Policy and Procedures

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Introduction

The Franklin-Springboro Public Library's mission of service is to meet the educational, informational, intellectual, and recreational needs of the people in the service community: Franklin, Franklin Township, Carlisle, Springboro, and Clearcreek Township.

The Circulation Policies and Procedures are available for staff to use in conjunction with Polaris, the Integrated Library System (ILS). This policy includes all aspects related to library cards, their use, and circulation of items. Franklin-Springboro Public Library cards provide access to a wide variety of services including, but not limited to, borrowing library items, computer access, downloadable content, and e-resources.

This manual includes both policies and procedures. The text in black is considered policy approved by the Library Board of Trustees. The text in blue is considered procedure, which can change without Library Board of Trustees approval.

Library Applications and Cards

Library Card Applications

A completed Library Card Application form is required for a Library card to be issued. Ohio residents are eligible to apply for a Library card. Out-of-state residents and transient individuals (living in hotel, motel, facility for supervised living, etc.) may apply for a Computer Use Only card.

Applications need to be filled out in person unless it is an Online Library Card Application. Exceptions are made with approval of Library administration.

Adults

- Ohio residents 18 years or older must provide a valid government issued photo ID. A picture or screenshot of a government issued photo ID is not acceptable.
- If the valid government issued photo ID does not list the applicant's permanent address, or is from a state other than Ohio, the applicant must provide proof of residency such as a recently postmarked piece of mail, a bill, a receipt, a registration, or another substantiated document which verifies applicant's name and permanent address. Electronic documentation presented via smartphone (official email documentation, electronic bill, etc.) is also acceptable.
- A post office box is not a valid address to determine eligibility. A post office box may, however, be used as a mailing address in the patron record. The patron record must include both the residency address (under the type heading as *Home*) and the post office box (under the type heading as *Primary*) when a post office box serves as the mailing address.
- Emancipated children must show proper documentation to be eligible to apply for an adult library card.
- [Patrons who are marked as Adult in Polaris can check out a limit of 99 items, as well as access digital content.](#)

Children

- Ohio residents under the age of 18 must be accompanied by a parent or legal guardian in order to apply for a Library card.
- The parent or legal guardian must provide an acceptable government issued photo ID. The manager on duty can make exceptions for school groups.
- Legal guardians must show official proof of guardianship. [The proof will be photocopied by staff, which will then be added to library records along with the application.](#)
- Children of parents in separate residences may have two cards, as long as each parent or legal guardian has signed separate Library Card Applications.
- [Patrons who are marked as Child in Polaris can access digital content and check out a limit of 15 items.](#)

Online Card -- Adult and Child Patrons

The Online Library Card Application is available on the Library's website and any Ohio resident may apply. This card grants patrons access to digital content. All applicable circulation policies apply to this borrower type. It may not be used to check out tangible items, reserve meeting rooms, or to use Library computers. Online cards can be converted to a full-access card by filling out a physical application and presenting a valid government-issued photo ID with current address.

Borrower Types (Patron Codes in Polaris)

The following patron codes are assigned by staff when creating or updating a patron record. The codes are used to provide privileges and limits to accounts.

Adult

- Ohio residents who are 18 years or older.
- Applied for Library card in person. (This would apply to all but online.)

Child (under 18) Computer User

- Ohio residents who are under the age of 18.
- Parent or legal guardian has signed a Library Card Application granting permission to access the Internet on the Library's computers.
- Applied for Library card in person. (This would apply to all but online.)

Child (under 18) Non-Computer User

- Ohio residents who are under the age of 18.
- Parent or legal guardian has signed a Library Card Application and did **not** grant permission to access the Internet on the Library's computers.
- Applied for Library card in person. (This would apply to all but online.)

Computer Restricted

- Full-time staff members can restrict computer access because of inappropriate use or behavior issues (see *Computer and Internet Access Policy*). Administration needs to be informed.

Computer Use Only

- Out-of-state, temporary, and transient residents.
- Ohio resident who does not have proof of current address.
- No circulation privileges.

Homebound

- Residents in the Library's service area who are physically unable to leave their home. This can be on a permanent or temporary basis.
- Residents in nursing homes and congregate living facilities.
- This patron code is assigned by the Outreach Services Coordinator.

ILL (Inter-Library Loan)

- Other library systems are given this status.

Online Card Adult

- Ohio residents who are 18 years or older.
- Submitted an Online Library Card Application to obtain an Online Card.
- May not check out physical items, reserve meeting rooms, or use Library computers.

Online Card Child

- Ohio residents who are under the age of 18 years.
- Parent or legal guardian submitted an Online Library Card Application to obtain an Online Card Child.

- May not check out physical items, reserve meeting rooms, or use Library computers.

Restricted

- Patrons whose borrowing privileges have been suspended for violating any of the Library's policies (submitted to collection agency, parasites, or behavioral issues).

Staff

- Current staff members, retirees, and Library Board of Trustees are eligible.
- Staff privileges will be suspended upon separation from service.
- Staff privileges may be revoked for abuse.

Teacher

- Patrons who are school teachers.
- Patrons who homeschool.

Patron Accounts

Patron Registration and Patron Status are the two main sections that are part of a patron's account.

Patron Registration contains information such as name, address, email, phone number, notification preference, PIN (Personal Identification Number), birth date, and driver's license number.

Patron Status contains information such as items out, account charges and credits, claims, hold requests, notes, and reading history.

Updating Existing Library Accounts

Staff members accessing a patron's account in Polaris will receive an alert when a patron's registration has expired.

Addresses and contact information expire after one year and registration expires after three years. Staff should verify that all the information in the patron's registration is up to date. After the patron's information has been verified, the patron's address check is renewed for one year and patron's expiration is renewed for three years.

Patrons will need to fill out a new Library Card Application when:

- The patron turns 18 years of age. They must show a valid government issued photo ID and staff will change borrowing type (patron code) to Adult.
- The patron's name has changed. The patron is eligible to receive a new card for free.
- The patron's address has changed.
- If parent or legal guardian changes a child's patron code to Child (under 18) Computer User or Child (under 18) Non-Computer User.
- Converting from an Online Card to any other Patron Code.

A patron's phone number and email address can be updated at any point without completing a new Library Card Application. Patrons may update this information by accessing the Library's Public Access Catalog and submitting the new information or by requesting a staff member update the account.

Library Card Replacement

A Library card replacement costs \$1.00. Staff members reserve the right to waive this replacement cost if the card is in poor condition, the patron has been inactive, the patron turns 18, or if the registration is expired.

Use of Library Cards

Patrons should use their own Library card to check out items. However, the Library assumes that any use of a Library card by another person is done so with the approval of the card holder.

Patrons are expected to use their own card when accessing public computers. Misuse of Library computers or of internet access will result in the loss of computer privileges, whether or not the card holder is present (refer to *Computer and Internet Access Policy*).

Relatives and caregivers of patrons with a patron code of Homebound may not check out items on a Homebound patron card without the consent of the Outreach Services Coordinator or administration.

Card Holder Responsibility

Providing false information on a Library Card Application is a felony of the third degree per ORC 2913.42.

Patrons sign and agree to the Borrower Agreement as stated on the Library Card Application.

Confidentiality of Patron Accounts and Information

Patron accounts are confidential and should only be shared with the individual patron. Parents, legal guardians, or custodians of a minor (under 18 years of age) are allowed to request and have access to a minor's patron account. Patron and staff interactions should not be overly discussed in public areas and only in relations to the Library's course of business.

If a court order or subpoena is presented to a staff member, the Director should be notified to determine the course of action. **Staff members should NOT give out patron account information; only administration will determine the disclosure.**

Warrants are immediately executable and staff should comply with law enforcement personnel in their execution. Administration will be notified whenever a warrant is used to gain access to patron accounts. A copy of the warrant will be retained by staff. The copy of the warrant will be delivered to the Director.

Confidential information that is improperly disclosed will result in corrective action.

Purging Inactive Patron Records

Inactive patron records will be periodically purged from Polaris in order to maintain the integrity of the Library's patron database. The Library will determine the need for purging patron records and the parameters for purging those records.

Patrons whose records have been purged must meet eligibility requirements and complete a new Library Card Application. There is no charge to replace a patron's card that has been purged from the database.

Check Outs, Loan Periods, Renewals, and Limits

Check Outs

Patrons in good standing are allowed to check out items. The patron must present one of the following as acceptable identification:

- A valid Franklin-Springboro Public Library card with circulating privileges
- A mobile device with card carrying app or photo of their Library card barcode
- A valid driver's license (must be in hand)
- A military ID
- Other government issued identification

If the patron has provided their driver's license or other ID to check out, staff will verify they have accessed the correct patron's account by checking that the information on the ID matches what is on the account, such as name, address, birthdate, and driver's license number.

If a patron under 18 does not have their Library card present, staff members may check out items as long as the child provides their name and verifies their address and birthdate.

The Library assumes that any use of a Library card by another person is with the approval of the card holder and that the card holder agrees to be fully responsible for all items checked out on the card prior to the report of loss, theft, or abuse of the card.

If a patron has a hold and a spouse or family member wants to check the item out without having the card holder's Library card, the items must be checked out on the account of the patron physically at the Library. Staff will need to override the hold and not reactivate it.

First Check Out

New card holders are limited to 4 items when they check out for the first time.

- **Adults** – 4 books or audiobooks, or 3 books or audiobooks and 1 of the following: movie, video game, or music CD

- **Child** – 4 books or audiobooks, or 3 books or audiobooks and 1 music CD

Loan Periods, Renewals, and Limits

Adult card holders may borrow up to 99 physical items per Library card. Child card holders may borrow up to 15 items per Library card. Child card holders cannot borrow movies (DVDs and Blu-Ray) or video games.

The Library provides automatic renewals for eligible items checked out on a patron's account for an additional loan period. Library items are renewed unless a patron has charges over \$10.00, a hold has been placed on the item, or if the item's allotted number of renewals has been exhausted. Renewals are granted for the length of the item's loan period based on the calendar date on which the item is renewed.

Patrons can request Library items be renewed before their due date. This can be done in person, online, or by phone if there are no holds or other restrictions on the items.

The following lists loan periods, renewal limits, and checkout limits for specific item types.

Item Type	Loan Period	Renewal Limits	Checkout Limits Adult Accounts	Checkout Limits Child Account
Books	21 Days	10	card limit (99)	card limit (15)
Audiobooks/Playaways	21 Days	10	card limit (15)	card limit (15)
DVDs/Blu-Rays (Feature Films)	7 Days			
----- DVDs/Blu-Rays (Instructional/Documentary)	----- 21 Days	5	15	0
Music CDs	21 Days	10	20	card limit (15)
Magazines	21 Days	10	card limit (99)	card limit (15)
Video Games	7 Days	5	5	0
Reference Items*	0 Days	0	0	0
Book Club Kits, Spark Kits, and Juvenile Book Set	28 Days	10	card limit (99)	15

*Reference items do not circulate except in special circumstances at the discretion of a full-time staff member on duty. In these cases, reference items circulate for 21 days. The item records need to be adjusted before circulating reference items.

Special Loan Period

Extended loan periods are permitted for special circumstances such as book collections, book clubs, vacations, illnesses, etc. Items with a holds queue are not available for extended loan periods.

Patron accounts that are assigned the codes of Homebound and Teacher automatically check out items for 28 days instead of 21 days. Homebound and Teacher patrons do not receive extra time on items that circulates for 7 days.

Hold Requests

A hold may be placed on most Library items. Requests can be made in-person, online via the public catalog, by phone, or by email.

A Pending hold request list is generated throughout each day and these items are gathered and checked in to fulfill individual holds. If an item cannot be located, it can be put in a status of Missing.

All holds are held for seven days. After seven days, the hold status will automatically change to Unclaimed. An Unclaimed list is generated once a day. Staff will pull these Unclaimed items from the holds shelf, check them in, then put them in the appropriate location.

Home bundle requests on the website and book collection forms are available. Staff members fulfill the requests submitted by patrons. The Library requests advanced notice for all book collections and contacts the patron when it is ready.

Hold Limits

Limits are determined at the discretion of the Director and are determined based on item type and availability.

Suspend and Re-Activate Hold Requests

If requested by the patron, Library staff members have the ability to suspend and re-activate hold requests in Polaris. This is typically done if a patron is going out of town for a prolonged period of time.

A hold can be made inactive by opening the Patron Status and clicking on the requests section. After the activation date has been changed, the hold will change to the status of inactive until the new activation date arrives.

Branch Transfers

Items may be transferred from one branch to another upon patron request. A hold must be placed on the item in order for the item to be transferred. Requested items will either stay at their home branch or are transferred to the other branch based on the patron's desired pick-up location.

Hold transfers will be delivered in the shuttle Monday through Friday.

Closed Dates

Polaris recognizes dates when the Library is closed and extends loans beyond the closure. Closed dates are manually entered into Polaris each year and match the holidays observed in the Staff Handbook.

When the Library is closed incidentally (i.e. weather-related events), Polaris will not recognize the closure. Staff will manually adjust for these events if necessary.

Returns

Items that are checked out from the Library may be returned to either FSPL location or the off-site book drops.

All returned items will be removed promptly from the patron's account, unless damaged or missing parts. Items that are checked in will have one of the following statuses:

- In – the item remains at the building and is put in the area to be shelved.
- Held – the item is on hold for a patron at the building and is put on the holds shelf.
- In-Transit – the item goes into the transit bin.
- Transferred – the item has a hold and is being transferred to the other branch.

In the event of pandemics, natural disasters, building projects, or other emergency conditions, the Library may need to delay item check-in.

Book Drops

Book drops at either FSPL location are open to receive returns 24 hours a day and are emptied at various times during business hours. There are two off-site book drops which are emptied at least twice during the week: (1) Franklin Township Administration Building (back parking lot area) and (2) Hunter Elementary School (in front of the school).

In the event of pandemics, natural disasters, building projects, or other emergency conditions, the Library may need to close any or all book drops.

Damaged Items

Library items returned damaged (rips, stains, water damage, binding issues, mold, missing labels, broken cases, etc.) will be assessed by the staff member that is checking in the item. If the item can be fixed, it will be checked in and marked In-Repair in Polaris. If the item is beyond repair, a senior staff member will assess the damage and age of the item to determine if a patron should be charged for the replacement cost.

If the patron needs to be charged for the damaged item, they should be contacted and informed of the cost. Upon payment, the patron may keep the item or it will be discarded.

Damaged cases or labels should be repaired by the staff member checking in the item. The status of all other damaged items should be changed to In-Repair and placed in the appropriate location. Items beyond repair should be deleted from Polaris and discarded by an appropriate staff member.

A Library item that is worn from use or age should be given to a senior staff member, deleted from Polaris, and discarded or put in the Friends of the Library book sale.

Replacement Costs for Damaged Items

The patron is responsible for all items borrowed on their card. The charge for damaged items is the list price as recorded in the item record. If an amount is not recorded, refer to the chart below:

Audiobooks	\$50
DVDs	\$20
DVD series	\$50
Fiction (hardcovers)	\$25
Fiction (paperbacks)	\$8
Magazines	\$5
Large Print	\$30
Music CDs	\$15
Nonfiction (hardcovers)	\$30
Nonfiction (paperbacks)	\$15
Video Games	\$50
Movie/Music/Audiobook Cases	\$5
Movie/Music/Audiobook Jackets	\$1

The patron is responsible for replacement costs of damaged items. Replacement cost shall not be waived.

After one year, the item will be deleted from the system. The charge will remain on the patron's account until it is paid.

If a patron pays for an item in full, the item becomes the property of that patron.

On a case-by-case basis, patrons may be allowed to replace damaged items in lieu of payment. Decisions about replacements will be made at the discretion of the manager on duty.

Circulating Damaged Items

Damaged items that continue to circulate should be noted in the item record.

Missing

Items that cannot be found will be put into a status of Missing.

A search for items with the Missing status will be conducted each week at both building locations.

Missing Parts

Items returned with missing parts will not be checked in. Current patron and last patron information is collected and the appropriate form is filled out. Then the item is renewed (if possible) to allow time to resolve the issue. These items will remain on the patron's account until all parts of the item have been returned. If the missing parts are not returned, the patron's record is charged and the patron is contacted.

Claims Returned

The status of an item on a patron's record may be changed to Claims Returned when the patron believes that the item has been returned and staff members have searched for the missing item at both building locations.

A search for items with the Claims Returned status will be conducted at all locations once each week. If the item is found, check it in and waive all fines associated with that item.

Patrons are allowed one claims return per account. If more than one claims return is needed, exceptions may be made at the discretion of administration.

Claims Never Had

The status of an item may be changed to Claims Never Had if the patron feels very strongly that he or she never borrowed the item from the Library. Suspected abuse may result in the suspension of borrowing privileges.

A search for items with the Claims Never Had status will be conducted each week at both building locations. If the item is found, check it in and waive all charges associated with that item.

Patrons are allowed one claims never had per account. If more than one claims never had is needed, exceptions may be made at the discretion of administration.

Parasites

Borrowing privileges will be restricted if a patron returns items that are parasite infested. Once the patron provides written proof of extermination from a pest control company, the Branch Manager or Director will reinstate borrowing privileges.

Bankruptcies

Bankruptcies

When a patron has been approved for filing bankruptcy, the Library will be notified through official documentation provided by the courts. The Library will waive all charges on the card. The charges for dependents of the patron may also be waived upon the patron's request. Items that have been checked out for less than one year must be returned before restoring borrowing privileges. The form denoting the filing will be kept by the collections coordinator and documentation should be added to the patron record to indicate that charges have been waived.

Overdue Items

Items are considered overdue the day following the date due assigned by Polaris.

Patrons receive emails or letter notices for overdue items.

Overdue items will be considered lost when overdue more than 30 days.

When patrons have overdue items for more than 30 days and with charges totaling more than \$50.00, the Library outsources to a material-recovery service provider. Patrons who are marked Child in Polaris are excluded from the agency's services.

A search will be conducted for all items in a Lost status at the owning location once per week.

Refunds and account credits for returned items may be made until the item is deleted from the Library's catalog.

On a case-by-case basis, patrons may be allowed to replace lost items in lieu of payment. Decisions about replacements will be made at the discretion of the manager on duty.

Patrons who are reported to the material-recovery service provider will be charged a fee in addition to any other charges on their account. This fee is used to recoup the Library's costs for services. The report to the material-recovery service provider will include the patron's contact information and the amount charged to the account. Records of borrowed items are not provided to the material-recovery service provider.

The following schedule will be used for notifying patrons of overdue items:

Number of Days Overdue	Type of Notification
2 days prior to due date	Courtesy reminder (email only)
Day 15	Overdue Notice (mail or email)
Day 30	Billing Notice (mail only)
Day 40	Material-Recovery Service Contacted
Material-Recovery Service Schedule	
Day 1	Letter 1
Day 21	Letter 2
Day 35-58	Initial Placement Phone Calls
Day 65	Letter 4
Day 79-91	Secondary Placement Phone Calls

Payment schedules may be arranged at the discretion of the collection coordinator. In such cases, borrowing privileges may be restored.

Return to Sender Notices

When overdue and billing notices are returned because the patron's address is incorrect, the PIN and zip code are removed and replaced with 99999. This alerts staff that the address needs to be updated. The patron must complete a new Library Card Application to have on file and to restore the PIN.

Patron Restriction Appeal

In the event that a restricted patron is not satisfied with the decision of the Director, they may appeal for a hearing before the Library Board of Trustees by making a written request to the President of the Board. The Board will determine whether the restriction has been handled in accordance with stated policies and procedures of the Franklin-Springboro Public Library. On the basis of this determination, the Board may vote to uphold or override the decision of the Director. The patron will remain restricted until a decision is made by the Director or Library Board of Trustees.

Damage to Patron's Equipment

The Library accepts no responsibility for damage that might be incurred by the use of items borrowed from its collection.

Suggestions for Purchase

The Library strongly encourages input from the service community concerning the collection. A suggestion for purchase enables patrons to request that a particular item or subject be purchased by the Library. All suggestions for purchase are subject to the same selection criteria and must meet standards mentioned in the *Collection Development Policy*.

Inter-Library Loan Services (ILL)

Inter-Library Loan is a free service offered to patrons who reside, own property, work, or own a business within Warren County, Ohio. It is used as a means of providing items not available in the Library's collection where purchase is not possible or is not deemed appropriate. The Library will loan items, at no charge, to other libraries upon request when the loan will not interfere with public service.

ILL Limits

The following limitations are placed on ILL requests:

- ILL requests are limited to a maximum of three per patron at any given time. The ILL Specialist may make an exemption if a patron is requesting multiple copies of a title for classroom or book club use.
- Patrons who request and borrow ILLs must be 18 years or older.
- ILL requests may not be made in the following situations:
 - Item that is less than six months from the publication date.
 - SEO items that have a long holds list.These items will be recommended for purchase.
- Fees incurred for an ILL will be assessed by the ILL Specialist and billed to the patron account.

The Library reserves the right to suspend ILL privileges at the discretion of the administration or ILL Specialist. Privileges may be suspended under the following conditions: lost, damaged, overdue, late, or never checked out.

Check Out and Overdue ILL Items

ILL items are checked out on the patron's Franklin-Springboro Public Library card. ILL items are subject to the same charges as Franklin-Springboro Public Library items.

Damaged or Lost ILL Items

Patrons are responsible for loss, damage, and associated costs or fees while the ILL items are in their possession.

ILL Guidelines for Lending to Other Institutions

The following guidelines apply:

- Circulating items are available for lending.
- Items loaned to other institutions and libraries will be checked out to the requesting Library's institutional card.
- There are no charges or fees for lending items unless items are lost or returned damaged.
- There is no charge for postage.