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## SANTA CLARA COUNTY LIBRARY DISTRICT MISSION STATEMENT

The Santa Clara County Library District is an open forum promoting knowledge, ideas, and cultural enrichment. The library provides free access to information, educational, and recreational materials and services. In response to community needs, the library provides diverse resources on a wide variety of subjects and viewpoints and helps people use these resources.

## CIRCULATION SERVICES MISSION STATEMENT

The mission of Circulation Staff is to provide the public with a welcoming and responsive atmosphere while facilitating the efficient circulation availability of library materials. The circulation staff promotes and communicates library policies and services, maintains the privacy and accuracy of circulation records, responds to technological changes and circulation growth and supports the goals of the Santa Clara County Library.

## SANTA CLARA COUNTY LIBRARY GOALS

**Core Values**
- The library is committed to a positive patron experience.
- The library respects the individual and provides quality services in a non-judgmental way.
- The library promotes the love of books and the importance of reading.
- The library ensures equal and open access to one relevant, diverse, and substantial collection for the entire community.
- The library fosters life-long learning, promotes cultural enrichment, and supports education.
- The library recognizes and respects staff as valuable and essential to quality library services today and into the future.
- The library welcomes volunteers and appreciates their contributions of time and talent.
- The library ensures that physical spaces are welcoming, safe, clean and accessible.
- The library is committed to intellectual freedom and the privacy rights of all patrons.
GLOSSARY OF LIBRARY CLASSIFICATIONS

ACCOUNT CLERK I/II - Processes payments to vendors for supplies and equipment, tallies daily receipts from libraries, and tabulates statistics

ADMINISTRATIVE SERVICES MANAGER III - Member of the executive management team; serves as the library’s Chief Financial Officer

ADMINISTRATIVE SUPPORT OFFICER II – Directs and manages the operations of the accounting department

CIRCULATION SYSTEMS SUPERVISOR – Plans, analyzes and coordinates the development and implementation of circulation systems and procedures for the County Library; supervises trains and directs circulation clerical staff and processing unit

COLLECTION DEVELOPMENT LIBRARIAN - assists in collection development, early literacy initiatives, and system wide reading programs

COMMUNITY LIBRARIAN - Plans, directs, and coordinates the operation of a community library; represents the Library in the community

COUNTY LIBRARIAN – Executive manager who administers the County Library

DEPUTY COUNTY LIBRARIAN - Member of the executive management team; supervises the major divisions of the County Library

ELECTRONIC RESOURCES LIBRARIAN I/II– Performs professional library work which includes administering public and staff web services, electronic databases and IPAC; training staff on electronic resources; and doing on-line reference

EXECUTIVE ASSISTANT II - Performs secretarial duties for the County Librarian, Deputy County Librarian and Administrative Services Manager

GENERAL MAINTENANCE MECHANIC - performs semi-skilled work in the maintenance and repair of mechanical and electrical equipment, buildings, office furniture, etc.

GRAPHIC DESIGNER I – Prepares a variety of education and informative materials for Library use

HUMAN RESOURCES ASSISTANT I/II - Processes and controls a full range of personnel transactions and explains personnel rules and procedures to employees

INFORMATION SYSTEMS ANALYST I/II - Interacts with Library system users and designs solutions to Library information processing problems
INFORMATION SYSTEMS MANAGER III - Plans, manages maintains, and directs the Library's computer system and staff

INFORMATION SYSTEMS TECHNICIAN I/II/III - Provides technical support for computer hardware and software

JANITOR - Cleans and performs routine maintenance for an assigned building

LIBRARIAN I/II - Performs professional library work which may include answering reference and reader's advisory questions, selecting, discarding and cataloging library materials, planning and conducting age level programs

LIBRARY ASSISTANT I/II - Assists librarians by performing paraprofessional work. LA positions are located at the libraries as well as HQ and the bookmobile

LIBRARY CIRCULATION SUPERVISOR - Supervises circulation services at a community library

LIBRARY CLERK I/II - Performs duties related to the circulation of library materials such as registering new patrons, accepting fines and explaining library policy and services

LIBRARY PAGE - Discharges and returns materials to library shelves; performs routine manual work; assists in opening and closing routines

LIBRARY SERVICES MANAGER – Develops, directs, and manages system-wide library services including collection development, programming, staff training, community partnerships, and other services that require coordination across multiple communities

LIBRARY TECHNICIAN - Processes a wide variety of library material formats for distribution to the community libraries

LITERACY PROGRAM SPECIALIST – Coordinates, implements, monitors, and evaluates learner and volunteer tutor services including one-on-one, small-group and one-time learning opportunities

MESSENGER/DRIVER - Provides daily delivery of mail, documents, office supplies, and library materials, including patron holds

OFFICE SPECIALIST III - Provides high level clerical support for collection development and technical services

PROCUREMENT MANAGER II - Manages the Library's contracts, procurement and facilities maintenance
PUBLIC COMMUNICATION SPECIALIST – assists with public and news media relations and marketing promotional efforts, writes and edits marketing and information materials

SENIOR LIBRARY CLERK - Provides lead direction for the circulation staff in a community library; provides advanced circulation support

STOCK CLERK – Receives, stores supplies and equipment and sorts library materials

SUPERVISING LIBRARIAN - Supervises the Adult or Children's Services in a community library

SUPERVISING STOREKEEPER - Supervises the operations of a centralized stock room

UTILITY WORKER - Provides manual support and routine maintenance to the community libraries; includes moving furniture, erecting shelves and washing windows

VIRTUAL LIBRARY MANAGER – Manages the Library’s virtual services, including the Library website, social media, blogs, eBooks, downloadable media, mobile application, and dozens of online databases

WAREHOUSE MATERIALS HANDLER – Receives, stores and issues library materials, supplies and equipment
SCCLD ACRONYMS & ABBREVIATIONS

Job Titles:
CSL: Children’s Supervising Librarian
LCS: Library Circulation Supervisor
CL: Community Librarian
SLATS: Supervising Librarian for Adult & Teen Services
LA: Library Assistant

Names of Organizations/Entities:
SCCL: Santa Clara County Library
SCCLD: Santa Clara County Library District
JPA: Joint Powers Authority (library governing board)
NCLA: North County Library Authority (administers a special parcel tax in Los Altos & Los Altos Hills supporting library hours & materials at Los Altos & Woodland)
SVLS: Silicon Valley Library System, a regional organization of libraries in Santa Clara County
PLP: Pacific Library Partnership, a larger regional organization of all Bay Area libraries
CLA: California Library Association, a statewide membership organization the provides professional development and legislative advocacy for library workers
ALA: American Library Association
PLA: Public Library Association (a division of ALA)
ULC: Urban Libraries Council

Units within SCCLD:
HQ: Headquarters
SSC: Services and Support Center (replaces HQ designation to be more descriptive of function)
PLS: Public Library Services (a group of staff at HQ/SSC that provide direct public services)
SO: Systems Office
PHIC: PlaneTree Health Information Center
RP: The Reading Program
CA: Campbell
CU: Cupertino
GI: Gilroy
LA: Los Altos
WO: Woodland
MI: Milpitas
MH: Morgan Hill
SA: Saratoga
BK/BKMO: Bookmobile
Adcore: Administrative Core Meeting (at HQ, this refers to the four executive managers; in libraries, the Adcore group includes the Community Librarian and the three supervisors; there are also divisional Adcore meetings as well, such as ITC)

ITC: Information Technology and Collection – the division of the Library that reports to the Deputy County Librarian for Information Technology and Collection

Library Employee Unions:
SEIU: Service Employees International Union
CEMA: County Employees Management Association

Other County Departments & Services:
EOD: Equal Opportunity Division
ESA: Employee Services Agency (includes County Human Resources)
ISD: Information Services Division
OSEC: Occupational Safety and Environmental Compliance
VMC: Valley Medical Center (hospital)
VHP: Valley Health Plan (one of the options for employee insurance)

Library Programs:
NEO: New Employee Orientation
ECRR: Every Child Ready to Read
SVR: Silicon Valley Reads
SRP: Summer Reading Program
ESL: English as a Second Language
FRAT: Family Reading Action Team
BFAT: Borrowers and Free Agents Action Team
VAT: Video Action Team
SFP: Suggestion For Purchase

Miscellaneous terminology:
FTE: Full-time equivalent employees
MLS: Master of Library Science degree
ILS: Integrated Library System (library software – currently we use Horizon)
PAC: Public Access Computer
CD: Catalog and Database Computer
SR: Stocking Request form (for supplies)
NSR: Non-Stock item Request (for supplies)
MFD: Multi-functional device (copier/printer/scanner)
WO: Work Order – form submitted on Help Desk software for Systems, Purchasing, or Facilities action to be taken
• Make eye contact. Smile and make sure you have a pleasant facial expression.
• Welcome the patron: “Hi! May I help you? How are you today?” Acknowledge the patron’s presence. If busy, say: “I’ll be right with you” or “the next available clerk will help you.” If the line is long, say: “Thank you for waiting.”
• Acknowledge both children and adults when greeting customers. Try to make everyone feel special. We don’t want out customers to feel ignored or like a number. They are important to us no matter how long the line may be.
• Please remember: Customers are also all the staff you work with (reference, circulation, volunteers, delivery, etc.). Treat everyone in a friendly, professional manner.
• Listen carefully to the patron’s concerns. Never assume you know what they are going to say! Listen!
• Always remain professionally neutral about any transactions. Treat any money or items owing in a friendly, professional way. Always be matter of fact: “Our records show…”
• Our goal is to make every customer feel welcome, no matter how busy we may be.
• Never complain about work or chat with other coworkers while customers are present. The customer is our priority and should be out focus.
• Never refer to customers in a negative way. Show respect for the people you serve.
• Never scold, judge, or lecture a patron. Their record is their private business – not ours!
• Remember that most transactions are wonderful. Don’t focus on the few unpleasant situations you might face.
• Use an unpleasant transaction as a learning tool. Please don’t feel bad. Discuss the situation afterwards with your supervisor to get ideas for better techniques. Re-think your tone of voice, what you said, etc. We can always find ways to improve.
• Unpleasant situations:
  o Be professional, calm, and friendly. Listen neutrally.
  o Use referral techniques if the situation warrants.
  o Never judge, criticize, lecture, scold, or argue with a patron.
  o Be sensitive and understanding. We never know what the person might be facing in the personal life. Please don’t take things personally. The same patron may come in next week and be very happy and friendly. Just do your job well.
Peanuts

I've lost a library book. You have? Oh boy, you're a dead duck!

I've looked all over, but I can't find it. I'd say you're a dead duck.

I've looked and I've looked. I've locked it.

You know what Charlie Brown?

No, what?

You're a dead duck!

Then the next thing you know they want you to take books out from the library.

But, boy, if you lose one of their ol' books then they wanna kill you!

I never said I wanted to learn how to read!!

Maybe the library thinks you stole their book.

Stole it? I wouldn't steal their book.

Well, how do they know that?

Stole it? Good grief!

Well, what do you expect them to think?

Libraries are human, too, you know!

Theif!

Peanuts


I didn't steal their book!

You're shouting. Charlie Brown. You don't have to shout.

You're shouting, Charlie Brown. I'm sorry. I didn't mean to shout... I...

Did you ever see a thief with such a round head?

Peanuts

If I don't find that library book, they'll kill me!

Snoopy, ol' pal, you're the only one who seems to understand.

You're the only one I can talk to... you're the only... Z
PEANUTS

I THINK I'LL CALL UP THE LIBRARY AND TELL THEM I'VE LOST THEIR BOOK!

I THINK I'LL GO RIGHT OVER TO THE PHONE AND CALL THEM UP!

I THINK I'LL JUST PICK UP THE PHONE CALL THE LIBRARY AND TELL THEM THAT I'VE LOST THEIR BOOK...

I THINK I'LL DROP DEAD.

PEANUTS

LAST NIGHT I DREAMED THAT THE LIBRARY PEOPLE CAME TO GET ME.

THEM CHAINS ON ME AND HIT ME OVER THE HEAD WITH BOOKS. THEN THE LIBRARY PEOPLE TURNED INTO THE FBI.

THEM CHASING ME OVER STATE LINES AND THEN SOME CITIZEN GROUPS BEGAN TO THROW STONES AT ME.

I WAS SORT OF GLAD WHEN I WOKE UP!

PEANUTS

DO YOU EVER FIND YOUR LIBRARY BOOK, CHARLIE BROWN?

NO! WHAT DO YOU THINK WILL HAPPEN?

WELL, I'LL TELL YOU. WHENEVER IT'S ONE MAN AGAINST AN INSTITUTION, THER IS ALWAYS A TENDENCY FOR THE INSTITUTION TO WIN!

WHAT'S THE MATTER? THE HEARING OF A GREAT TRUTH ALWAYS STUNS ME!

DEAR LIBRARY, I HAVE LOST YOUR BOOK.

I CAN NOT FIND IT ANYWHERE.

I WILL COME TO THE LIBRARY AND TURN MYSELF IN.

PLEASE DO NOT HARM MY MOTHER AND FATHER.

PEANUTS

I FOUND IT! I FOUND IT! I FOUND IT! I FOUND IT! I FOUND IT! I FOUND IT! I FOUND IT! I FOUND IT! I FOUND IT! I FOUND IT!

IN ALL THIS WORLD THERE IS NOTHING MORE INSPIRING THAN THE SIGHT OF SOMEONE WHO HAS JUST BEEN TAKEN OFF THE HOOK!

PEANUTS

I FOUND IT! I FOUND IT!

HA HA HA HA HA HA HA!

I FOUND IT! I FOUND IT!

HEE HEE HEE HEE HEE!

I FOUND IT! I FOUND IT!

THAT'S GREAT CHARLIE BROWN.
The Santa Clara County Library District recognizes its responsibility to protect each individual’s right to privacy at all levels of library service. The confidentiality of library records is regulated by California Government Code sections 6267 and 6254, subdivision (j). To guarantee privacy for each individual regardless of age, California law provides for the confidentiality of patron use records.

California Government Code section 6254 (j) exempts the following records from disclosure:

Library circulation records kept for the purpose of identifying the borrower of items available in libraries, and library and museum materials made or acquired and presented solely for reference or exhibition purposes. The exemption in this subdivision shall not apply to records of fines imposed on the borrowers.

California Government Code section 6267 reads:

All patron use records of any library which is in whole or in part supported by public funds shall remain confidential and shall not be disclosed by a public agency, or private actor that maintains or stores patron use records on behalf of a public agency, to any person, local agency, or state agency except as follows:

(a) By a person acting within the scope of his or her duties within the administration of the library.
(b) By a person authorized, in writing, by the individual to who the records pertain, to inspect the records.
(c) By order of the appropriate superior court.

As used in this section, the term "patron use records" includes the following:

(1) Any written or electronic record, that is used to identify the patron, including, but not limited to, a patron’s name, address, telephone number, or e-mail address, that a library patron provides in order to become eligible to borrow or use books and other materials.
(2) Any written record or electronic transaction that identifies a patron’s borrowing information or use of library information resources, including, but not limited to, database search records, borrowing records, class records, and any other personally identifiable uses of library resources information requests, or inquiries.

This section shall not apply to statistical reports of patron use nor to records of fines collected by the library.
In accordance with the law, the Library has adopted the following policies:

- Every individual has a right to privacy regardless of age.
- The Public Records Act (California Government Code section 6267) does not provide an exception for parents or guardians to obtain their children’s patron use records.
- The Library cannot consider knowledge of someone’s Personal Identification Number (PIN) as implied consent in providing confidential information to someone other than the library card owner.
- Records of library fines are public records (California Government Code 6254 (j)).

In accordance with the above policies, Library staff:

- May release patron use records to only the library card owner, to someone with written authorization from the card owner, or by order of the appropriate superior court.
- May change account information or cancel library card account only at the request of the library card owner, or at the request of the parent or guardian of a minor (age 17 or under) library card owner in his or her care, providing the parent or guardian can provide enough identifying information to verify the correct account (name plus address and/or birthdate). Parent or guardian may not change PIN information.
- Will refer court orders and subpoenas requesting patron use records to the County Librarian.
- May release balance due information to the public, but not specific details about the balance owed. May release the name, address and amount owed to a collection agency for purposes of collection. The collection agency must agree to keep the address information confidential.
- Will give a letter that explains library policies to minors who obtain a library card while accompanied by a parent or legal guardian. The letter will be mailed to minors who are unaccompanied when signing up for a library card with an encouragement to share the information with their parents or guardians.
The privacy policy is the same for all patrons regardless of age. California Law assures the confidentiality of registration and circulation records.

Prior to registration, the child (and parent/guardian if present) is given a copy of the Welcome Letter and the privacy policy is explained. If the parent/guardian is not present, a copy of the letter will be sent to the child at their home address.

Children of any age may register for a library card. Regardless of age, the same privacy policy applies to all patrons. Parents may also choose not to apply for a library card for their child.

Parental permission is not needed when a child registers for a card. The child should sign the application and library card. If the child is too young, the parent may help them print or sign their name. Parental signature is not required.

Parents are not held financially responsible for charges incurred on a child’s card. Children may choose whether or not to share account information with the parent. Children’s accounts are not referred to the rebilling service.

Children may give permission for library staff to discuss account information with the parent. Permission must be given each time an inquiry is made.

Children may also choose to share their card number and PIN with the parent thus allowing access to the account online or via Telecirc. The PIN may be changed at any time. Staff cannot consider knowledge of someone’s card number and PIN as consent in providing information to someone other than the card owner.

The Library’s role is to provide access to materials and to insure privacy. Responsibility for minors’ selection of material rests with their parents or guardians. Communication about borrowing habits is a family matter to be discussed between the child and parent.

If a parent ever asks to cancel their child’s library card, please refer them to a Supervising Librarian or the Community Librarian. They will follow the Library’s Restriction of Library Card Privileges for Minors policy.
POLICY – ACCOUNT ACCESS

Patrons may access their account in several different ways:

Online using the web catalog - Requires card number and PIN

*Services available:*
  1. View due dates of items checked out and number of times renewed
  2. Renew items if possible
  3. View hold requests including position in queue
  4. Place holds
  5. Cancel holds
  6. Suspend holds
  7. Change or establish a preferred library location (for placing holds)
  8. View and pay fines ($2 convenience fee charged for online payment)
  9. Add/change their email address
  10. Change their PIN

The catalog also has a PIN reset feature that is available to patrons who have already registered in the catalog. An email is sent with a reset PIN link.

Telecirc (automated phone system) 800-471-0991 – Requires card number and PIN

*Services available:*
  1. List items out and due dates
  2. Renew items if possible
  3. List holds
  4. List charges

Self-checkout machines – Requires card number and PIN

*Services available:*
  1. Checkout items
  2. View items out and renew items if possible
  3. View number of holds available for pickup
  4. View account balance

Email at circulation@sccl.org (link on Contact Us page of website)

Call Circulation Office at (800) 286-1991 (Mon – Fri 8:30-5:00)

Call or visit local library during open hours

When assisting patrons over the phone, staff must verify that person is the card owner or has the necessary information. (Ask patron to provide name, address, phone #, and birthdate to verify card ownership.) Limited services provided to the non-card owner.
PRIVACY – SERVICES & ACCOUNTS

Services provided at the accounts desk:
Card owner – After verifying* that the patron is the card owner, full access to account information is provided.

Possession of a library card by someone other than the card owner implies consent for use of that card, but not the right for information about registration or use records.

Limited services provided to non-card owner:
1. Checkout items. (Card required)
2. Renew item if title is known or item is present.
3. Discuss item information if title is known.
4. Learn total money owed, but no details.
5. Pay charges and receive cash register receipt only – no computer receipt given because it has title information.
6. Pickup and checkout holds – Since holds are shelved in the public area, a person must have card number and item information in order to locate item(s). We never volunteer information to the non-card owner that there are holds to be picked up. 
   Note – The person picking up the hold can check the item out on their card, if needed, as long as they can tell us the name of the person who has it on hold.
7. Cancel card if reported lost, stolen, moved out of the area or if patron deceased. Clerk must verify name, address, phone number and birthdate of card owner and state, “If there is a card, I will cancel it.” In the Activity log, note the circumstances, identity of the requestor and that the card has been made lost.

   If non-card owner doesn’t have the library card, they must be able to provide the patron’s name, address, phone number, and birthdate.

Services provided by phone:
Card owner – Services provided, after verifying* that the patron is the card owner and verifying registration information:
1. Renew items if possible. (OK even if $20+ fine balance.)
2. Discuss information about items and/or charges on the account.
3. Cancel card if lost, stolen or moved out of area.
4. Review holds, cancel holds, extend hold pickup date(s).
5. Change phone number. (Email addresses cannot be changed over the phone. Patrons can change their email address online while logged in to their account.)

Note: See PIN policy page for information about resetting and/or releasing PIN information.

* OK if patron has card in hand and says their name is on the account. If needed, staff can also verify with photo ID or by asking name, address, phone #, and birthdate.
Services provided by phone (cont.):
Limited services provided to non-card owner:
1. Discuss item information if title is known.
2. Renew item if title is known. (Card not required)
3. Learn total money owed, but no details.
4. Cancel card if reported lost, stolen, moved out of the area or if patron deceased. Clerk must verify name, address, phone number and birthdate of card owner and state, “If there is a card, I will cancel it.” (Card not required) In the Activity log, note the circumstances, identity of the requestor and that the card has been made lost.

If unable to provide requested information to the non-card owner, offer other options. Card owner can call/email or access their account online or using Telecirc. (Card number and PIN required for online or Telecirc access)

Non-card owner cannot (in person or via phone/email):
1. Learn titles or the # of items currently checked out.
2. Learn specifics about fines owed (titles, dates, reasons).
3. Receive computer printout of payment because of titles on receipt. Only cash register receipt should be given.
4. Learn of holds waiting to be picked up.
5. Renew items not present unless title, or enough item information, is known.
7. Change PIN.

Services provided by email (Usually only at HQ Circ):
Patrons are not asked to verify personal identifying information by email because the transmission of email may not be secure, per the Library’s Systems Office.

As a result, limited services are provided by email only if enough information is included in the patron’s original email. (I.e. card number, account and/or item information, etc.)
1. Renew items if possible.
2. Discuss information about items and/or charges on the account.
3. Cancel card if lost, stolen or moved out of area.
4. Review holds, cancel holds, extend hold pickup date(s).
5. Change phone number.*
6. Reset PIN to the last-four digits of the phone number on the account* (Email must be sent from email address listed in account.)
7. Change email address if old and new email address information is given.*

*Card number required. If unable to provide the requested information, offer other options such as accessing account online, calling 800# or asking at next library visit.
At registration, new patrons are encouraged to select the PIN of their choice. If an alternate PIN is not selected, the default is the last 4 digits of their telephone number. Once an alternate PIN is selected, only that PIN may be used and the last 4 digits of their phone number is no longer a valid PIN. A PIN must be 4 numbers in length; letters cannot be used.

A PIN is required to access an account online or via telecirc, access databases, use a full services public computer in the library, and checkout on the self-checkout machines.

As stated in the Right to Privacy policy page, the Library cannot consider knowledge of someone’s PIN as implied consent in providing confidential information to someone other than the card owner.

Patrons may change their PIN in person at any library or online on the Profile page of My Account. They must know their current PIN to be able to access their account online in order to change their PIN.

If a patron forgets their PIN, the following procedure will be used:

**Service provided at the checkout desk:**
1. Make sure that the patron is the card owner. (Will request photo I.D.)
2. Verify all account information including the phone number.
3. Reset their PIN to a 4-digit number of their choosing.
4. Tell them that they may also change their PIN online at any time.

**Service provided by email:**
If the card owner sends an email asking for their PIN or stating that they don’t remember their PIN:
1. Verify that the email address from which the request was sent matches the email address in the account.*
2. Reset the PIN and let the patron know that the PIN has been reset to the last four digits of the phone number on file in the account.
3. The card owner will have to know the phone number on file in their account in order to use the reset PIN.

If the card owner does not know the phone number on file, they must go to the library and present ID in order for staff to release PIN information. At that time, they may also change their PIN.

The catalog also has a PIN reset feature that is available to patrons who have already registered in the catalog. An email is sent with a reset PIN link.
Staff will document the PIN reset in the Note Field of the Edit Borrower record.

*If it does not match, tell the patron:
   1. The email address from which the request was sent does not match the email address on file in their account. They will need to:
      a. Ask at their next library visit. (Will request photo I.D.)
      b. Send their request from the email address listed in their account.

Service provided by phone:
   1. Tell the patron that PIN information cannot be released over the phone. They will need to:
      • Ask at their next library visit. (Photo I.D. will be requested) OR
      • Send an email from the email address listed in their account. (If they are the card owner and have an email address currently on file in their account. If asked, it is OK to verify which email address is on file in their account.)
   2. Ask them what they were trying to do online and offer to help them over the phone, if possible. (Verify account information as needed.)

For patrons trying to access electronic resources, suggest that they click on the Ask a Librarian Now link and select the Online Chat 24/7 option. This will immediately connect them to a librarian who will be able to help them. During the chat session, the patron and librarian will be able to jointly access electronic resources.
The Library serves the needs of all members of the community. Staff members are expected to follow rules and regulations of the County Library District, including payment of fines and all fees.

Staff members must follow all regular library patron policies and practices for obtaining materials. Staff trained in check-out, check-in, and placing holds may do so for their own materials; however, all other adjustments to their accounts, including payment of fines, should be made by another circulation staff member. Taking library materials without checking them out is theft, and is against the law.

Staff members may not use their knowledge of the library’s computer system to manipulate their records. Other than checking in and checking out, staff members should not make any changes to their records that could not be made by any patron at the web catalog.

Staff members are encouraged, but not required, to have a borrower type of “staff.” Staff members may be assigned to a “staff senior” borrower type if they request the senior exemption from daily overdue fines available to all patrons 65 and older.

Staff status allows for improved record-keeping, reduced workload by Circulation staff, and more cost-efficient administration of accounts. Patrons with a staff borrower type will be automatically excluded from mailings that go out through postal mail. Staff members are encouraged to list an email address (for notification of holds, overdues, and upcoming due dates) in their patron records. This may be a personal email address or a library account. In order to facilitate staff knowledge of and familiarity with the District’s collection, staff cards have an increased hold limit of 18 hold requests at a time.

Staff members may use an in-house card (not their personal library card) for professional use. Professional use includes, but is not limited to, reserving and checking out materials to be used in storytimes, programs, library blog entries or newsletter articles, as well as materials in need of repair, relabeling, or other collection maintenance.

Overdue items on staff library card accounts will be handled identically to the notification process for other patrons. Staff accounts will be referred to a rebilling agency when items are not returned or paid for.

If a staff member appears to be violating this policy by extending due dates, waiving his or her own fines or those of a coworker, manipulating the circulation system, or otherwise abusing his or her position as an employee for personal benefit in violation of the County of Santa Clara Merit System Rules or Board of Supervisors Policy 3.32, Code of Ethical Conduct, a supervisor will investigate and take appropriate action, which may include usage limitations and/or disciplinary action up to and including termination.
POLICY – FINES & FEES

Fines are calculated when an overdue item is returned or renewed. (See Fines & Fees policy for details on fines and fees.) Fines are calculated per item for each day late.

All adult and teen items are subject to fines. Children’s items do not incur an immediate daily fine. However, any item that is overdue more than 6 weeks is considered lost and the cost of the item plus a non-refundable lost fee is charged. Once an item is considered lost, even if later returned, the lost fee must be paid.

Persons age 65 and older may request exemptions from fines. The cost of the item plus a non-refundable processing fee is charged for lost items.

**Bookdrop return policy**
Items returned in the bookdrop before 8 am will be checked in as if returned the previous day.

There is an extended grace period set up in Horizon to assist us in processing items returned overnight in the bookdrop. Items that are returned overnight in the bookdrop can be checked in manually or using the AMHS and no fine will be calculated if the item was due the previous day. Never tell patrons that the grace period is one day because that’s not always true. For manual returns, we cannot guarantee that they will be checked in the same day. The policy is that items must be returned before 8 am to be considered returned the previous day. We do guarantee that all items returned before 8 am will be processed that same day with fines calculated as if they were returned the previous day.

**Suggested response to question about fine calculation and bookdrop returns:**

Do you have a grace period for returns/renewals?
- Items returned or renewed prior to 8 a.m. will be considered returned or renewed the previous day’s date.

Can I return items after 8 am with no fine?
- No. Occasionally, check in workflow extends the grace period beyond 8 a.m. However, to ensure that an item is checked in with the previous day’s date, it must be returned prior to 8 a.m.

How come I’ve returned items in the past after 8 am with no fine?
- Occasionally, check in workflow extends the grace period beyond 8 a.m. However, to ensure that an item is checked in with the previous day’s date, it must be returned prior to 8 a.m.
FINES & FEES

LATE FEES

<table>
<thead>
<tr>
<th>Adult and Teen Items</th>
<th>Loan Period</th>
<th>Daily Fine</th>
<th>Maximum Fine</th>
</tr>
</thead>
<tbody>
<tr>
<td>Most Material</td>
<td>3 weeks</td>
<td>25¢</td>
<td>$10</td>
</tr>
<tr>
<td>Bestseller Collection</td>
<td>1 week</td>
<td>25¢</td>
<td>$10</td>
</tr>
<tr>
<td>Magazines</td>
<td>1 week</td>
<td>25¢</td>
<td>$5</td>
</tr>
<tr>
<td>Feature Movies</td>
<td>1 week</td>
<td>25¢</td>
<td>$10</td>
</tr>
<tr>
<td>Circulating Reference</td>
<td>1 week</td>
<td>$1</td>
<td>$20</td>
</tr>
<tr>
<td>Inter-Library Loans</td>
<td>Varies</td>
<td>$1</td>
<td>$20</td>
</tr>
</tbody>
</table>

**Children's Items**

| Most Material | 3 weeks | Cost of item plus $10 non-refundable processing fee |
| Magazines     | 3 weeks | Cost of item plus $5 non-refundable processing fee  |

There are no daily fines for most children's materials. However, if an item is overdue more than 6 weeks, it is considered lost and a non-refundable processing fee is charged plus the cost of the item.

LOST OR DAMAGED ITEMS

| Most Children’s, Adult, and Teen Items | Cost of item plus $10 non-refundable processing fee |
| Circulating Reference and Inter-Library Loans | Cost of item ($5 minimum) plus $24 non-refundable processing fee. An out-of-print surcharge of $20 may be added |

Magazines: Cost of item plus $5 non-refundable processing fee

OTHER CHARGES

| Library Card | Free |
| Rebilling Fee | $10 per lost cassette or CD |
| Unabridged Talking Books | $10 per lost cassette or CD |
| Inter-library Loans | $4 |
| Photocopies and Print Charges | 15¢ per page for b/w 20¢ per page for color |
| Use of Networked Computers by Non-cardholders | Free |
| Reservations for Community Rooms | $25 per four hour booking |
| | $100 at some libraries if group is late vacating the room |

- All adult items are subject to fines.
- Card use is restricted if balance owed is $20 or more.
- Accounts may be referred to the rebilling service when balance is $50 or more.
- Individuals whose accounts have been sent to the rebilling service may check out items when a zero balance is reached.
- Payments may be cash, check or credit/debit card.
- Senior Exemption: Persons age 65 and older may request exemptions from fines. Cost of item plus non-refundable processing fee will be assessed for lost items.
- Bookmobile Patrons: Go to www.sccl.org/bookmobile for more information.
POLICY – FINES & FEES ON CHILDREN’S MATERIALS


To provide the best possible service to children, the Library has not charged daily fines for the late return of children’s materials since 1975. It is more important that children’s materials be used and enjoyed than that they be returned promptly.

- The purpose of fines is to encourage the speedy return of materials. The Library does not use fines to teach good library manners nor does it attempt to punish patrons. The return of children’s materials does not have the same urgency as for adult materials. In most cases, multiple copies are available and fewer titles have holds.

- Children are often dependent upon their parents for transportation and are not free agents, able to take the responsibility for meeting exact dates.

- Children who are perhaps the first in their family to use public libraries have special needs in this regard. They and their parents often do not have a background or knowledge of library rules and can be discouraged from using the Library by the accumulation of fines from materials returned late.

- Though there are no daily fines for children’s materials, all items are subject to processing and replacement fees as stated in the Fines & Fees Policy.

Waiver of lost processing fees for children’s materials:

- Because patrons are often unaware that children’s materials are charged a processing fee if they are returned more than 6-weeks overdue, the library will waive these fees the first time they are assessed. This only applies to lost processing fees for children’s materials, and patrons are responsible for these fees after the first waive.

LETTER SERVICE

Adult patrons with a balance exceeding $50 are considered not in good standing and may be referred to a letter service for rebilling:

1. Letter service patrons receive a series of notices reminding them of balance.
2. Letter Service patrons cannot use their library cards until their balance is paid in full.
3. A $10 rebilling fee is assessed to cover letter service costs. This fee cannot be waived.
POLICY – CIRCULATION LIMITS

The total number of items that may be checked out on a card is 100 items, except for Limited cards. Limited cards can check out 3 items (and have 2 holds).

Within the 100 item limit, there are additional limits for dvds.
- For adult/teen dvds, the limit is 20 items total.
- For juvenile dvds, the limit is 20 items total.

Additionally, there may be local limits established by individual libraries to meet seasonal needs or because of the size of a collection and/or the demand for a particular type of material.

POLICY – LOAN PERIODS

Loan periods vary by the type of material and are as follows:

**Adult & Teen**
- Feature movies 1 week
- Magazines 1 week
- Circulating reference 1 week
- City Council videos 2 days
- Book club kits 6 weeks
- Bestseller items 1 week
- Most materials (other than the above) 3 weeks

**Children**
- All materials (including book club kits) 3 weeks

**Bookmobile**
- All materials 2 weeks

*These loan periods are also listed in the Fines & Fees Policy.*
POLICY – RENEWALS

Most items can be renewed twice. Renewal information is also listed on the website under Services > Borrowing.

Below is a brief list of items that can and cannot be renewed:

<table>
<thead>
<tr>
<th>Item</th>
<th>Holds Allowed</th>
<th>Renewals Allowed</th>
</tr>
</thead>
<tbody>
<tr>
<td>Most adult/teen items including movies and games</td>
<td>yes</td>
<td>2</td>
</tr>
<tr>
<td>Bestseller books</td>
<td>no</td>
<td>1</td>
</tr>
<tr>
<td>Bestseller dvds</td>
<td>no</td>
<td>0</td>
</tr>
<tr>
<td>Adult book club kits</td>
<td>yes</td>
<td>0</td>
</tr>
<tr>
<td>Most juvenile items including movies and games</td>
<td>yes</td>
<td>2</td>
</tr>
<tr>
<td>Juvenile toddler books</td>
<td>no</td>
<td>2</td>
</tr>
<tr>
<td>Juvenile book club kits</td>
<td>yes</td>
<td>2</td>
</tr>
<tr>
<td>Adult and juvenile circulating ref</td>
<td>yes</td>
<td>0</td>
</tr>
<tr>
<td>Bookmobile items</td>
<td>no</td>
<td>2</td>
</tr>
</tbody>
</table>

- Staff can override the 2 renewal limit and renew items a 3rd time if there are enough available copies* to fill all holds on the item, plus 2 extra available copies.

- Items with holds can be renewed if there are enough available copies* to fill the hold(s), plus 2 extra available copies. The Bibliocommons and classic web catalogs will allow patrons to renew items in this situation.

  *Excluding BK and Bestseller copies, both of which don’t fill holds.

- Since most items with holds cannot be renewed, never promise a patron that an item will be able to be renewed because there’s no way to know if there will be holds on a title at the time the patron tries to renew an item.

- Items can be checked in and checked out directly to another card at the circulation desk if there are no holds and the card owner, or card being checked out on, is present.

- When an item is renewed, the new due date is calculated from the date of the renewal and not from original due date.
1. What to do if the patron doesn’t hear or ignores the alarm and proceeds to exit the building:

“Excuse me, the gate alarm when off...let me check your items.”
“Please come back. An item may not have gotten checked out properly.”

- Nicely ask patron to return to the desk.
- The Exit Watch software will show the title of the item(s) that set off the security gate.
- Verify that all items are listed on their receipt. If so, turn security off on the items, using the Exit Watch software.
- Items should always be verified against the receipt as this reinforces our security system for the patron.
- The patron or clerk may have missed checking out an item.
- It is not OK to wave familiar patrons through the gate or a patron that the clerk just finished helping.

2. What to do if patrons bypass the gate or try to take items around or above the gate:

“Excuse me. Please come back and walk through the gate again.”
“We need to have you exit properly through the security gate.”

- Do not yell or accuse the patron of trying to steal the items.
- Be friendly but firm and insist that the patron go through the gate again properly.

3. What to do if we find items that are not checked out:

“This item did not get checked out properly. May I have your card and I’ll check it out for you.”

- Remind the patron to verify that items are listed on the receipt before leaving.
- Always treat patron as if they forgot – never accuse patron of theft.

4. What to do if the patron refuses to show you what is in their bag/backpack:

“Please take a moment to look through your bag/backpack and to see if you can find the item that set off the security gate.”
“I’ll be happy to help you once you think you might have found the item that set off the gate.”
- Explain that staff needs to make sure all items have been checked out.
- Ask patron to take items out or look in their bag themselves.
- Staff can suggest that the patron take their bag/backpack over to a table or other area so they can take a look.
- Ask if there are any items from video stores, bookstores or other libraries that might have set off the alarm.
- Emphasize that they will need to be able to go through the gate without setting off the alarm.
- We cannot legally search a person or their property. Never take/search their bag/backpack or touch a patron. The patron, not the staff person, needs to be the one to remove items from their bag.
- If the patron has an item from a video store, bookstore or other library, the clerk should walk the item through so that the alarm sounds on the clerk. The patron should then be able to walk through without setting off the gate.
- If patron refuses to cooperate, the situation should be turned over to the person in charge.

The Exit Watch software will detect as many items as it can in the short time the patron is within the gate pedestals. It’s possible that the patron might have more items that aren’t checked out than Exit Watch was able to detect. Always verify the items against the receipt or list of items within the account.
Policy - Guest Passes for Public Full Service Computers

Guest passes are for patrons who wish to use a public computer or print to the MFD. Passes are free and are good for one hour of computer use per pass. A patron may use more than one pass for multiple sessions. Although passes are free, patrons should still follow the overall rules for computer usage time allocation set by SCCLD.

Guest passes will be issued at the SmartKiosks. The SmartKiosks issue guest passes for unfiltered full internet access. Guest passes for filtered internet access can be printed out by staff at the Accounts Desk or at the Reference Desk.

Instructions for creating a Guest Pass:

1. On the circ desk computer desktop, click on the icon for “Shortcut to SAM.”
2. Click the Make a Visitor Pass button.
3. A pop up window will appear with a choice of Filtered or Unfiltered. Filtered passes will work on any computer in the library. Unfiltered passes will not work on the computers in the children’s room.
   a. If the patron is an adult, confirm that they are buying a pass for themselves and not their child. If the pass is for their use, print an Unfiltered pass.
   b. If the patron says they are buying a pass for their child, ask if the child is 14 years of age or younger. Computers in the children’s room are reserved for ages 14 and under. If younger than 14 and they want to use the children’s room computers, print a Filtered pass. (The pass will also work on computers in the rest of the library.)
   c. If the patron appears to be age 14 or younger, tell them that computers in the children’s room are reserved for ages 14 and under. If they are 14 or younger, ask if they would you like to use a computer in the children’s room. If yes, print a Filtered pass. Tell them they may use a computer in the children’s room or anywhere else in the library.
4. Remind the patron that the pass will also be needed if they decide to print anything. Print jobs can be printed any time prior to closing.
5. Direct them to the location of the appropriate computers.

Public Computer Use Time Limits:

Card Holders – 1 hour + 1 hour additional at a time if no wait, up to 3 hrs a day
Guest Pass – 1 hour, can get another pass for more time.
Patron Borrower/Card Types:

Full-access cards valid for 3 years:
- Child, age 17 or younger
- Adult, age 18 or older
- Senior, age 65 or older

Limited-access cards, valid for 1 year:
- Child limited card, age 17 or younger
- Adult limited card, age 18 or older
- Senior limited card, age 65 or older

Limited-access cards, valid for 3 years:
Database use only card, for teachers/librarians at schools in the District

FULL ACCESS CARDS: Patrons who provide photo identification, date of birth, and proof of current home or mailing address are eligible for a free, full access card valid for 3 years.

LIMITED ACCESS CARDS: Patrons who provide photo identification and date of birth, but who cannot provide proof of a current home or mailing address are eligible for a limited access card. The limited card type allows patrons to borrow up to 3 items, place 2 items on request and is valid for 1 year. The limited card can be converted to a full access card when the patron provides proof of photo identification, date of birth, and proof of current home or mailing address.

DATABASE USE ONLY CARDS FOR USE AT ELIGIBLE SCHOOLS: School librarians, administrators, and teachers at eligible schools may apply for a free DB card for the purposes of demonstrating the library’s databases to students. The applicant will provide proof that they work at a school that is on the eligible school list. (A SCCLD Librarian may vouch for the applicant.) The LCS or Senior clerk will issue the card, which may be given to a SCCLD Librarian to give to the applicant. The applicant’s work address and phone number will used, along with the default birthdate of 01/01/1881. The PIN will be the last four digits of the library card number. In the Horizon record, an Activity Log entry will document the school where they work.

CARDS FOR CHILDREN: Children of any age may register for a library card. No parental signature is required. If a child is too young to provide information or sign the application, the parent or guardian may act for the child. The child must be present when issuing the card. The privacy policy must be explained to the parent/guardian, if present. The Welcome Letter will be given to the child and to the parent/guardian. If the parent/guardian is not present, the Welcome Letter will be mailed to the child’s home. Welcome Letters are sent addressed to the child.
SENIOR PATRON CARDS: Persons age 65 or older may request exemption from daily fines. The cost of the item plus a non-refundable processing fee will be assessed for lost items.

Requirements for Issuance of Any Type of Library Card:
1. Applicant must appear in person to receive card
2. Proof of identification must be provided
3. Date of birth must be provided

Additional Requirements Based on Type of Library Card:

Free, full-access (unlimited) card:
Evidence of a permanent mailing address and/or residence address if different than the mailing address, must be provided. A Post Office Box is an acceptable mailing address.

Database use only card: Proof of employment at an eligible school must be provided.

Verification of Identity:

FOR ADULTS: Anyone age 18 or older is considered an adult. Verification must be evidence that proves the applicant’s identity. Current, valid picture identification is required.

Acceptable forms of ID: Unacceptable forms of ID:
Driver’s License or DMV ID Card Work badge
Passport (current or expired) Check cashing card
Credit card with photo Club membership cards (i.e. Gym, Costco)
Military ID Any expired ID (except passport)
Matricula Consular ID
Current school ID
Veteran’s identification card
Green card, INS card, or Permanent Resident card
HMIS or Santa Clara County Continuum of Care Card

FOR CHILDREN: Verification must be evidence that proves the applicant’s identity. Below are the acceptable forms of ID for a child. If the child does not have acceptable ID, the parent’s photo identification may be used to verify the child’s identity.

Acceptable forms of ID: Unacceptable forms of ID:
Any form of ID accepted for adults Any expired ID (except passport)
plus these additional forms of ID:
Medical Card
Social Security Card
Current report card that shows name and address
Parent’s photo ID may be used to verify the child’s identity
Documentation showing proof of status as foreign exchange student
 Anything that shows the child’s name and photo
**Verification of Address:**

Verification must be evidence that links the applicant’s name with the mailing and/or residence address. For mail with a window envelope, applicant may be asked to pull mail out of envelope to verify that content matches the envelope. Applicant may also be asked to pull mail out of envelope if staff is unable to verify name, address, and document date. For mail, current is defined as within the last 3 months. A Post Office box is an acceptable mailing address. For other types of verification, current is defined as within the last 12 – 18 months. Printouts of online statements are acceptable, but must clearly show name, address and document date. It is also acceptable for the applicant to show an online statement on a mobile device, but the name, address and document date must be clearly visible. Address jurisdiction codes, for addresses within Santa Clara County, are determined by the Tax Rate Area listing for each property on the Santa Clara County Assessor’s Office website.

**FOR ADULTS:**

<table>
<thead>
<tr>
<th>Acceptable forms of address verification:</th>
<th>Unacceptable forms of verification:</th>
</tr>
</thead>
<tbody>
<tr>
<td>Driver’s License with current address*</td>
<td>Check book</td>
</tr>
<tr>
<td>DMV ID Card with current address*</td>
<td>Anything sent to Occupant</td>
</tr>
<tr>
<td>Current utility or phone bill</td>
<td>Anything not listed as acceptable</td>
</tr>
<tr>
<td>Current bank or credit card bill/statement</td>
<td></td>
</tr>
<tr>
<td>Property tax bill showing name and address</td>
<td></td>
</tr>
<tr>
<td>Current insurance card or policy showing address</td>
<td></td>
</tr>
<tr>
<td>Current car registration that shows name and address</td>
<td></td>
</tr>
<tr>
<td>Current rental agreement that shows name and address</td>
<td></td>
</tr>
<tr>
<td>Current paycheck, paystub, or W2 form that shows name and address</td>
<td></td>
</tr>
<tr>
<td>Documentation showing proof of status as foreign exchange student</td>
<td></td>
</tr>
<tr>
<td>Report card or transcript from current school year that shows name and address</td>
<td></td>
</tr>
</tbody>
</table>

**FOR CHILDREN:**

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<tr>
<td>DMV ID Card with current address*</td>
<td>Anything sent to Occupant</td>
</tr>
<tr>
<td>Current, postmarked mail addressed to the child</td>
<td>Anything not listed as acceptable</td>
</tr>
<tr>
<td>Current insurance card or policy showing address</td>
<td></td>
</tr>
<tr>
<td>ID, mail, or property tax bill in the parent’s name, if the surnames match</td>
<td></td>
</tr>
<tr>
<td>Report card or transcript from current school year that shows name and address</td>
<td></td>
</tr>
</tbody>
</table>

*A DMV change of address card or the new address written on the back of the license is not acceptable because the library has no way to verify the new address on file with the DMV.*
CHANGE OF ADDRESS: Patrons are required to provide written verification of new address.

REPLACEMENT CARDS: Adult applicants applying for a replacement card must show current, valid picture identification. For juvenile patrons, we will request ID when issuing a replacement card, but verbal verification of account information may be accepted if patron does not have ID.

ACTIVE CARDS: Patrons may have only one active card on their account. Any other cards on the account must be on lost status.

INSTITUTION CARDS: Only Bookmobile issues institutions cards. Cards are only issued to institutions in the SCCLD that have a bookmobile stop.

RETENTION OF APPLICATIONS: Retain at the library for 3 months. After 3 months, applications should be boxed and sent to SSC to be shredded.
NEW BORROWER REGISTRATION

Pre-Registration

Ask if the patron has identification that shows their current address or any other type of acceptable address verification. (See Borrower Registration policy for a list of acceptable forms of address proof.)

If the address is in Santa Clara County, look up the patron’s address on the tax assessor’s website (www.sccassessor.org). Click on the “School District/Tax Rate Area” tab and check the entry for “City.” This will indicate the correct Stat Class to enter when registering the patron. Some addresses have a different city in their mailing address than the actual city the address is located in. If there is no “City” line, the address is unincorporated.

Children:
If registering a child and the parent is present, give them a copy of the Welcome letter. Let them read it and answer any questions they may have. Then the parent can decide if they still want the child to have a card. If the parent is not present, a copy of the letter will be mailed to the child at home for them to share with their parents.

Post-Registration

Discuss with patron:

- Responsible for everything checked out by them or anyone who uses card
- Renew or return items on time to avoid fines
- Report lost/stolen card immediately - treat library card as credit card
- Card (or card #) and PIN needed for almost everything
- Review privacy policy (can refer to statement on Welcome handout)
- Card can be used at all libraries listed on card & Welcome handout
- Most items check out for 1 week or 3 weeks – note due dates on receipts
- Most items may be renewed if there are no holds, but some items are not renewable
- Explain how it works if someone else picks up their holds
- Receipt given at checkout lists due dates – also has website and telephone system listed so patron can access their own account
- All policy information is also listed online on the website
- Limited – valid for 1 year. Tell patrons they can convert to a full-use card by showing proof or address.

Give patron:

- Welcome handout (and any other handouts requested)
- Directions to area of interest
- Point out location of self-checkout machines and AMHS
CREATING A NEW CARD

Always start by selecting Find Borrower (F4) from the Borrower menu to make sure patron isn’t already in the system.
Search by last name, first name. Hit Enter or click OK. If you don’t find them listed, select Cancel/Esc twice to close the screens.

Go back to the Borrower menu and select New Borrower (F5). This will bring up a New Borrower screen.

(Tab, or click with mouse, to move between fields.)

**Patron’s Name**

Enter the patron’s last name, comma, space, first name, space, middle initial.
Example: SMITH, ROBERT B

If patron’s name has a suffix, enter the suffix after the first name or middle initial.
Examples: SMITH, ROBERT B JR  O’BRIEN, THOMAS III

Do not use hyphens or spaces in the patron’s last name. Any other punctuation is acceptable.
Examples: O’BRIEN, THOMAS  FOSTERSMITH, MARY

No comma is necessary if patron has no last name.
Example: SISTER MARY THERESA

Proper entry of the patron’s name, including spaces, will ensure correct alphabetical filing.
**Addresses**

- This field will allow entry of more than one address when a patron has both a mailing and residence or property address.
  - The first entry should always be the mailing address, so leave the Mail button selected.

- Enter the street address on Line 1.

- Enter the City, ST code. If you don’t know the code, click the Codes button and select from the list. Any field with a Codes button requires a code be entered and will not accept free text.
  - When a valid code is entered, the code description will be displayed in blue next to the code.
  - The list is arranged in alphabetical order by code, not by city name, so look carefully.
  - If the city is not listed, select XOTHER. Then enter the actual city, state in the Activity Log. HQ will pull up a list of registrations daily that have this code. They will create a new code for the new city/state entry.
  - Out of state codes always begin with ‘z’ and are located at the bottom of the list.

- Enter the zip code in the Postal Code box as a 5 digit zip code.

- If the patron does not have an email address, leave the Stnd button selected in the Notice By field. If the patron has an email address listed, click the Email button and enter the email address.
  - Encourage the patron to sign up for email notices. Patrons with email notification automatically receive reminder notices 3 days prior to due dates.

- If the patron has a separate residence or property address, click the New button to allow entry of a second address.
  - Select the Residence/Property button and enter the default dates of 01-01-1881 in both the Begin and End fields. Enter the residence address following the same guidelines as the mailing address.
  - Patrons should never have more than 2 addresses on file. The second address must always have beginning and ending dates of 01-01-1881.

- Leave the Line 4 and Email: Name fields blank.

- Check the Allow Email Checkout Receipt box to allow email receipts when checking out at the accounts desk.
**Birth Date**

Enter the birth date. The patron must give their birthdate as it is the only unique identifier that we require. The date may be entered in a variety of formats using dashes or slashes.

Example: 1-2-03 or 01/02/03 or 01-02-2003

**Phones**

- Enter the phone number using the format: 408-293-2326. Do not use spaces, slashes, or periods. Do not enter a 1 before the area code.

- Enter a phone code in the Type field.
  - H (Home) is the default phone type and generates telephone notices.
  - If the patron prefers email or mail notices, change the phone type to hn. The phone type must be hn for patrons to receive email notices.

- If the patron gives a different type of phone number, select the appropriate code from the list using the Codes button.
  - Only a phone code of h will generate telephone notices. No other phone codes will generate a telephone notice.

**Parent Letter Needed?**

If the patron is under 18 yrs old and the parent is not present, check this box to indicate that a Welcome letter needs to be sent. If the parent is present, they and the child should have been given a Welcome letter with explanation prior to registration.

**Btype (Borrower Type)**

Enter a valid patron type as listed on the patron application or select from the list using the Codes button. The most common borrower types are:

- c Child (Under 18)
- p Adult
- se Senior Exempt
- cl Child Limited (Under 18)
- pl Adult Limited
- sel Senior Exempt Limited

**PIN**

Enter the PIN as entered on the application. PINs must be 4 digits in length. If the patron has not selected an alternate PIN, the last 4 digits of their phone number will be used.
**Barcodes**

Offer patron the choice of colored card pack. Scan the card number, verifying that the number was scanned correctly. Tell patron to report if either card is ever lost/stolen. If they think they will only use one of the cards, suggest that they destroy the other one.

**Stat Class**

- This section requires entry of the jurisdiction code. The most common jurisdiction codes are listed on the application. A full list can be accessed by selecting the Codes button. Based on looking up the address on the Santa Clara County tax assessor’s website, select the corresponding jurisdiction code.

- Sometimes the mailing address lists one city, but the property is actually part of another city’s jurisdiction. For example, someone might have a mailing address of Campbell, but their property address is really San Jose. The jurisdiction code should always match the City listed on the tax assessor site for that property/site address.
  - If there is no line for City on the tax assessor site, then the property is located in an unincorporated area. Use the code CUN (County Unincorporated).

Note: Previously, this field required two entries for the year of birth and jurisdiction code. The year of birth no longer needs to be entered in this area, so only the jurisdiction code is needed.

**Activity Log**

- This log must be filled out at registration and then again anytime a change is made in a patron’s registration record. Enter your initials and date in the appropriate fields. Enter ‘New Card’ in the message field.

- If you used the XOTHER city, state code, you must also enter the actual city, state in the Activity Log so that headquarters staff will be able to create a new code.
NOTICES

Notices sent by the library:

1. Hold Notices – holds ready for pickup, sent day after hold is checked in at pickup library
2. Courtesy Notice (email only) – items coming due, sent 3 days before due date
3. 1st Overdue Notice – 7 days after due date
4. 2nd Overdue Notice – 14 days after 1st overdue notice
5. Billing Notice – items considered lost, send 21 days after 2nd overdue notice

Notification Preference:

1. Patrons can choose to receive notification by email, phone, or mail.
2. If the patron prefers email notification, the “E-mail” radio button must be selected and “hn” must be entered in the Phone Type field.
3. Telephone notices are sent only for hold and 1st overdue notices. For patrons with telephone notification, the other notices they receive will be written. If the system is unable to deliver a telephone notice after two attempts, a written notice will be sent. The computer system documents within each item block whether the telephone notice was successfully delivered. When a patron receives a telephone notice, they have the added option of logging into their account by telephone or calling the HQ Circ Office during open hours.
4. Bounced email notices and written notices that are returned as undeliverable are processed by the HQ Circ Office and noted in the account. The notification type is then changed as needed.
5. In addition to regular notices, the library newsletter (and other major library news) is sent via email to patrons with email addresses on file. Tell patrons they will automatically receive an eNewsletter, but there is an opt-out option.
EDIT BORROWER

- When an existing patron needs to make changes to their registration record, scan their card or look up the account by name. With the account in the Checkout window, select Edit Borrower (F6) from the Borrower menu. Always verify that the patron is the card owner by asking them for ID or to verify the name, address, phone number and birthdate in the account.

- If they’re changing their address, look up the new address on the tax assessor’s website to determine the new bstat/jurisdiction code.

- To change address, phone number, or bstat code, replace the existing information with the new information. Do not hit the New button. (We don’t want a 2nd bstat entry.)

- Add a new Activity Log indicating the changes made in the account.

- Horizon does not allow an Activity Log to be overwritten. If staff tries to overwrite an existing Activity Log, the following error message will appear. Select OK, exit the record without saving, and then go back in and repeat the changes.

- The library location in the Edit Borrower record is greyed out and cannot be changed. The location is assigned automatically based on the registration location. That location determines the patron’s default hold pickup location. If a patron registers in the BiblioCommons web catalog, they can change their preferred location.
SELF REGISTERED USER

- From our online catalog, patrons can create a self-registered Horizon account. They will have 30 days to complete their registration at a library and receive a permanent card. A permanent card is needed to borrow materials, place requests, access online databases and to use a computer in the library. Patrons can self-register from home or from a computer within the library. Most libraries now have a self-registration computer on or close to the accounts desk for this purpose.

- From new catalog, there’s a link from the Get a Card webpage that will take patrons to the My Account page of the former catalog. When the Get a Card button is selected from that page, the following screen appears:

- After patrons fill out the form and click the “I accept” button, they get a confirmation screen that repeats most of this information.

- Please note there is a statement online telling parents that if they are registering a child for a card, the child must appear in person to validate the information and receive their permanent card.
• If a patron doesn’t have an email address, instruct them to enter “test@sccl.org” in the email field. Staff can delete that and change their account to telephone or written notification when they complete the registration.

• To locate a self-registration record in Horizon, search the borrower by name (F4). Self-registered accounts will not have a birthdate listed.

• Verify that the patron does not already have an existing account in Horizon. If the patron already has a regular account, verify/update all account information. The self-registered account will be automatically deleted in 30 days.

• When a self-registered record is selected, the following message will appear.

• Select OK. Go into the Edit Borrower screen (F6) and complete their registration.

• If it hasn’t already been done, look up the address on the tax assessor’s website to determine bstat.
• Use the patron’s ID/address verification to verify that they entered their information correctly. Correct any information, if needed. Fill out the remaining fields.

• If the person selected XOTHER as the city code, determine whether or not the city is listed. If listed, select the appropriate code. If not listed, you must be sure to enter their true city/state in the Activity log so that HQ Circ staff can create a new city code.

• Enter their birthdate.

• Change their btype accordingly.

• Delete the fake/temporary barcode. Do not click the “New” button and create a second library card entry. Give them a choice of library card colors. Scan the library card number, verifying that the number was scanned correctly. Tell them to notify us if either card is lost. If they think they will only use one of the cards, suggest that they destroy the other one.

• Click the “Approved” box. This will place a check mark in the box. This box must be checked to allow the patron to check out.
  - For a staff created record, the account is automatically approved. When a patron creates a self-registered account, this box is not automatically checked. The Approved box must be manually checked by staff when the patron completes the registration process.

• Delete the default stat class entry of “self.” Enter the appropriate bstat/jurisdiction code.

• Enter an Activity Log, being sure to note true City/St code if XOTHER was used.

• Save the registration.

• Review post registration information with patron.

• Self-registered accounts are deleted after 30 days if the borrower has not completed their registration within that time. If you can’t find a self-registered account, ask the person if they registered more than 30 days ago. If so, they will need to fill out a new online or paper application.
LOST CARDS

Reporting a card as lost

- Search for the patron by name (select Find Borrower from the Borrower menu or type F4) and pull up their record.

- Select Edit Borrower (from the Borrower menu or hit F6). Verify all information. (Name, address, phone number, and birthdate)

- In the Barcodes section of the record, enter the date in the Date Lost field. A date in this field indicates that the card number has been reported lost.

- If the patron is applying for a replacement card, click the New button to enter a new card number.

- Create an activity log entry for the changes made. If the card was stolen or lost in a public place, note that in the Activity Log entry
  Example: Card #*********/Stolen w/wallet
  Card #*********/Lost at school

- Click the Save button to save the changes. Click the Close button to exit the Edit Borrower window.

- Lost cards cannot be used to checkout, access an account online, or use the public time management computers.

- When issuing a replacement card, ask the patron if they use eBooks. If yes, fill out the Overdrive/3M Replacement card form on the SPOT page.

Lost cards & searching patrons by name

When a patron account is pulled up by name rather than by scanning the card, Horizon does not state whether the account has an active card. However, the barcode field on the initial Checkout screen will be blank. Anytime a patron account is pulled up by name, the patron must provide ID or verify all of their registration information to prove that they are the card owner. After verifying account information, look to see if the account has an active card. An active card will not have a lost date listed. Any card number with a date listed next to it is a lost card.

Patrons must have an active card on file in order to check out.

When a patron account is pulled up by scanning the card, a message will automatically appear if the card has been reported lost.
**Patron Brings Lost Card to Check Out**

- When a lost card is scanned, the following window automatically appears with the lost card number, date reported, borrower name, and active barcode, if there is one:

![Lost Barcode Window]

- Always click the Cancel button. Never choose the Activate button because we cannot verify patron identity from this screen.

- Search for the patron by name (select Find Borrower from the Borrower menu or type F4) and pull up their record.

- Go into their registration screen (select Edit Borrower from the Borrower menu or type F6). Check the Activity Log entries for information about the lost card.

- If there is no note about the card being stolen or lost in a public place, explain that the card has been reported lost and verify their identity, with photo ID.

- If they have no other active card and you have verified they are the card owner, you may reactivate the lost card by removing the lost card date.

- If they have another active card, ask if they have it with them. If so, use the active card to check out and destroy the lost card. Patrons are allowed only one active card at any one time.

- If they have another active card, but don’t have it with them, explain that you will make that other card lost and reactivate this lost card. Ask them to destroy the other card.

- If there is a note about the card being stolen or lost in a public place, we must determine if this is the true card owner or someone else. If necessary, call a supervisor to assist. If it can be determined that this is the true card owner, follow the above instructions to reactivate the lost card.
Occasionally you will find a patron with 2 registered accounts. When this happens, fill out a Patron Merge Request (seen below):

1. Verify that both accounts belong to the same patron. If the patron is present, you can ask if they previously had a card. Make sure there are enough fields matching in both accounts to determine that it is the same patron (i.e. same name, address, birthday, phone number).
2. Verify which account is active or had the most recent activity.
3. On the inactive/older account, make all library cards lost.
4. Update “edit borrower” information on the inactive/older account to match the active account.
5. Fill out the Patron Merge form completely. Include your library-initials in “Submitted by.”
6. Send the completed form to HQ-Circ
EXPIRED CARDS

Patrons need to periodically renew their library cards by showing photo ID and proof of address.

- Full-use cards expire every 3 years
- Limited cards expire after 1 year
- Library cards must be renewed in person at the library
  - Adults must be present to renew their cards
  - A parent may renew their child’s card without the child present, as long as they have the library card or the card number.
- Proof of address must be one of the acceptable forms of address verification listed on the Borrower Registration Policy.

If a Patron is Unable to Renew

If a patron does not have the necessary documents to renew their library card, they have the following options:

1. **CKO Override**: If the patron has items to check out, we will allow a one-time check out override. Check out the items to the patron, selecting override when prompted. Document the CKO override in a Note field in the patron record. Do not allow checkout if the patron has a CKO Override note in their account.

2. **Converting to a Limited Card**: The patron can choose to convert to a limited patron type. This will allow them to check out 3 items and place 2 holds. Limited cards expire in 1 year. The patron can convert back to a full-use card by showing valid address proof at the library.

3. The patron can come back later with the necessary documents. You can hold any items they wish to check out for a limited amount of time if they are coming back later to renew (ask your supervisor about how long you can hold items and where they are kept).
Renewing Expired Cards

The following window appears when you bring up an expired account:

1. If the patron does not have the necessary documents to renew their card, but you wish to do a checkout override or view their account information, click ‘CKO-No Renew.’

2. If the patron has the necessary documents to renew their card, click ‘Renew.’ This window will pop up:
3. Verify the patron’s address. If their address has changed, look up the new address on the Tax Assessor’s website and update the Bstat code if needed (Page Down to view additional screens).

4. Verbally verify that the patron’s email address and phone number have not changed, update if needed.

5. Issue a replacement card if needed.

6. Click ‘Save.’

7. Go to Edit Borrower and add an Activity Log entry for the renewal and any account changes made.

8. You can cancel a renewal before clicking ‘Save’ in the Renew Registration window by clicking ‘Close’ and selecting ‘No’ when asked if you wish to save.

**Early Card Renewal**

Patrons can also renew their cards before their expiration date:

1. Verify the patron’s ID and address.

2. Open Edit Borrower.

3. Update any borrower information that has changed.

4. Delete and re-enter the patron’s BType to update their expiration date.

5. Document renewal and changes in the Activity Log.

6. Save and close.
CHECK OUT (CKO)

- When you open Horizon, the Checkout screen will open automatically. If you should accidentally close it, you can reopen it by selecting the Circulation folder on your navigation bar, then double clicking ‘Open CKO Window.’

- Your cursor should be in the ‘Item or Borrower Barcode’ field. Scan the patron’s library card. (See next page if patron does not have their card.)

- Place items on the RFID pad.

- Ask the patron if they would like a print or email receipt. Make sure the correct receipt box is selected and press F11 (or select ‘Multi-Item Slip’ from the File menu) to generate the receipt.

- Click the ‘Clear’ button to clear the Checkout window in preparation for the next patron. Never leave a patron account sitting in the Checkout window unless you are actively working in that account.

- Patrons are encouraged to use the self-check machine for checkout, but they may also checkout at the accounts desk.
Checkout – w/o card

- If the patron does not have their card, ask them where it is. If they are not sure, determine if the card should be made lost. Explain the importance of making a card lost, if needed, to prevent someone else from using it.

- Make sure the patron is the card owner and that the account does not belong to someone else.

- If the patron is the card owner, use F4 – Find Borrower to bring up the account. Select F6 – Edit Borrower to go to the registration screen.

- All of the account information must be verified. If the patron has ID, use it to verify the information. If they do not have ID, ask them to verbally verify the account information. (The patron always tells us the information. We never tell them.)

- If the card needs to be made lost, enter the lost date. Adult patrons needing a replacement card must show current, photo ID. - Juvenile patrons should be asked if they have ID, but verbal verification is accepted if they do not have ID.

- If the patron says they have their card at home and do not need a replacement card, they are allowed to checkout items once their account information has been verified. After verifying account information, look to see if the account has an active card before checking out. Patrons must have an active card on file in order to check out.

- We will only look up an account and checkout for the card owner and not another person. If the patron is not the card owner of the account, they could decide to register for a card under their own name.
Checkout – Edit Item

- To Edit an item at checkout, highlight the item(s) and select the “Edit Item” button. Edit item is used to change the due date from the automatically assigned due date. We seldom edit due dates, but will do this for an extended vacation loan checkout.

- When editing a single item, the screen below appears. Change the due date. Do not enter a due time as items never have a due time. Select the Save button, then Close the window.

- To edit the due date for multiple items, highlight all of the appropriate lines and select the Edit Item button.

- When more than one item is selected, the following question appears. Click OK.
• Enter the due date. Select the Save button, then Close the window.
**Extended Vacation Loans**

Patrons can request a due date extension for most items* to cover a vacation, as long as there isn’t a long request list for the item.

- Check to see if the title has requests. If requests exist, there must be at least two more available copies than the number of requests, in order to grant the vacation loan.

- The due date can be extended up to 9 weeks, depending on how much time a patron needs. This would include the first checkout, plus the first renewal and second renewal, if needed.

- For one week items, up to 3 weeks may be granted.

- For Best Seller items, the due date can be extended up to the equivalent of the maximum number of allowable renewals.

- Renew the item in Horizon 1 or 2 times, depending on the extension given.
  Note: Horizon will not register the renewal if the due date does not change. In order to get renewal to count, you will need to edit/change the date to any date in the future, then renew the item, then change the date once more to the correct due date. If you need to renew the item a second time, please repeat the steps.

- If the patron only needs a few days more than the vacation renewal allows, it is ok to set the due date 2-3 days past the normal renewal period, without having to worry about following the steps above.

*Exceptions – No vacation loan granted:
  1. Non-renewable Best Seller items
  2. Reference items
  3. ILL items

At times, a patron will request a vacation loan extension of an item that is already checked out to them. The same conditions still apply. The item can be extended up to the equivalent of two renewal periods. Renew the item, then edit and extend the due date.
**Fast Add**

When you scan an item that is not in the system, a Fast Add window will appear. Always select Cancel and rescan the item in case the barcode misread. If you need to create a fast add, select Bib & Item. (The Find Bib option is password protected.)

![Fast Add Window]

Fill in as shown below. Select OK.
RENEWALS

- To renew from All Items Out, highlight the item(s) and select ‘Renew’ from the CKO menu.

- Or to renew from Checkout, scan the item.

- Select Yes at the “Do you wish to renew it?” pop-up window.

- An “Are the items present” window will pop up. Click ‘Yes’ or hit Enter if the items are present. If not present, select ‘No.’ The only difference between selecting the ‘Yes’ versus ‘No’ button is how Horizon will count the renewal. If Yes is selected, then Horizon will count the renewal as an in person renewal. If No is selected, then Horizon will count the renewal as a telephone renewal.
**Overriding Renewal Limit**

- Staff can override the 2 renewal limit and renew items a 3rd time if there are enough available copies* to fill all holds on the item, plus 2 extra available copies.

  *Excluding BK and Bestseller copies, both of which don’t fill holds.*

- Once an item has been renewed the maximum number of times, the screen below will appear:

  ![Image of renewal screen]

  
  - Click ‘No Override’ or ‘Cancel.’
  
  - Copy the item barcode and look up the item by hitting F2 or going Find Item in the Item menu.
  
  - Click ‘Show Copies’ and look at the number of holds and available copies, if there are enough available copies, renew the item, this time selecting ‘Override’ at the pop-up.
Renewing Items with Holds

- Items with holds can be renewed if there are enough available copies* to fill the hold(s), plus 2 extra available copies. The Bibliocommons and classic web catalogs will allow patrons to renew items in this situation.

  *Excluding BK and Bestseller copies, both of which don’t fill holds.*

- Staff can renew items with holds in Horizon, but need to manually check to if there are enough available copies.

- When renewing an item with holds, this message will pop up:

  ![Image of a pop-up window showing item requested by VALENTINE, DAWN and check it out to X - HQ - CIRC - DAWN (p - General Patron)]

  - Select ‘No’ and look up the item by hitting F2 or going Find Item in the Item menu.
  
  - Click ‘Show Copies’ and look at the number of holds and available copies, if there are enough available copies, renew the item, this time selecting ‘Yes’ at the pop-up.
CHECK IN (CKI)

- When you open Horizon, the Checkout screen will open automatically, with the Checkin screen behind it. If you should accidentally close the Checkin screen, you can reopen it by selecting the Circulation folder on your navigation bar, then double clicking “Open CKI Window.” F8 will toggle between the Checkout and Checkin screens. This function will switch which screen is in front and which is behind. You may also select CKI from the CKO menu.

- As you check in, a list is created in the Checkin window. This will tell you the status and destination of each item. Items that remain at your library will have a status of Shelving and show your library as the destination.

- As long as items are checked in using the RFID Circ Control or AMHS, then the security is turned back on when the item is checked in. If checked in by scanning the barcode, then items also need to have the security on the RFID tag turned on using the Circ Control software.
Transit & Transit Request Items

- Some items will need to be sent to another library. When you scan an item that needs to be sent to another library, one of the windows below appears.
- The first indicates that the item is owned by another library.
- The second indicates that the item has a request and needs to be sent to another library for pickup.

- Place this item in the shipment.
- Click Continue or hit Enter.
- This item is added to the list in your Checkin window showing that it is ‘In Transit’ or ‘Transit Request’ status with a destination of another library.
Check In Receipts

- Patrons should be directed to return their items to the AMHS machine. Items returned through the machine are checked in immediately and patrons have the option of getting a return receipt.

- If a patron is returning items at the checkout desk, a return receipt can be printed from Horizon. As you checkin items, a list is created in the checkin window. Items are continuously added to this list until you hit the clear button or log out of Horizon.

- If a patron wants a receipt of their returns, we’re not able to highlight and print individual items in the list. Hitting F11 (or select “Multi-Item Slip” from the File menu) to print will print everything listed in the checkin window, which could be a lot of items.

- If there are other items already listed, hit the Clear button to clear the window before checking in the items and printing the receipt.

- If the patron forgets to tell you until after you check the items in, hit the Clear button and rescan the items.
Changing Item Status

When you check in an item owned by your library, the status will show as Shelving. Items automatically change from Shelving to IN status after 2 – 4 days (depending on which library). If you check in an item that is not going back onto a cart to be shelved, the status must be changed from Shelving to another status. This will ensure that staff is not looking for the item because they think it is on the way back to the shelf. A common status change is from Shelving to Unavailable. This status is used when an item is put on the Consider for Discard shelf for a librarian to consider discarding and replacing.

- Check in the item, then select the ‘Edit Item’ button
- Change the status from Shelving using the ‘Codes’ button to select the appropriate status.

- Save and Close
**Damaged to Trace Workaround**

Horizon does not allow us to change the status of an item that is On Hold, In Transit, or in Transit Request. If we need to change the status of an item and Horizon will not allow us to do so in the usual manner, we have a workaround that can be used. Damaged CKI mode is used to place the item automatically on Trace status. Once on trace, the status can then be changed as needed.

- From the CKI menu, select ‘Damaged Mode.’

- Re-check in the item. This will automatically change the status to Trace. Once on Trace, select the ‘Edit Item’ button and change to the appropriate status. While in Edit Item, also delete the Trace check in note.
Checking In Holds

- When you scan an item that has been requested to be picked up at your location, a window appears:

  ![Item on Hold Window](image)

  - The ‘Print Hold Slip’ button should already be checked. Click ‘OK’ or hit ‘Enter.’ A slip will print with the patron’s information. Place it in the item so it can be shelved.

  - The screen above will only appear the first time a hold is checked in. If you rescan the item, the screen below will appear. Click ‘No’ unless you need to re-print the hold slip.
Checking In Fast Add Items

- When you check in a fast add, the following window will appear:

![Checkin Message Window]

- Put the item on the Consider for Discard shelf.

- The item will appear in the checkin window to show that it’s been checked in, but the fast add bib and item have actually been deleted.
Blocks

A block is the term Horizon uses to describe any type of note or charge on a patron’s account. Some blocks are automatically added to patron records by the computer, such as Overdue, Fine or Hold Notification blocks. When you go into a record that has blocks, a Current Blocks screen appears. The total number of blocks will appear in the bottom right corner. When a patron has many blocks, you must scroll down to see all of them. Below is a description of Current Block screen buttons.

- Detail – Will display additional information located within each block
- CKO – Will close the current blocks screen and put the patron in your checkout window and allow checkout. Notice below that there is no borrower or barcode listed in the Checkout window (located behind the Current Blocks window)
- No CKO – Select if not checking out (amount due must be less than $20 to allow checkout)
- Payment – Will allow a full or partial payment to be made
- History – Will display resolved blocks that are stored in history
- Change Amt – Do Not Use – Changes are made by making a payment or waive

In the upper right corner, the total amount due is displayed along with the overdue accrued amount.
**Overdue Items**

Below is an example of overdue items and an overdue accrued amount.

The overdue accrued amount reflects the amount that would be due if current overdue items are returned or renewed today. Caution – This amount changes so be careful not to promise patrons that that the overdue accrued amount will definitely be the fine amount charged. Fines are calculated when items are returned or renewed. The overdue accrued amount already factors in the grace period so the charge will be higher if returned the following day, even if returned before 8 am.

The fine is not assessed until the item is returned or renewed. At that time, the computer calculates the appropriate fine and puts that amount in the Amt. Due field.

Patrons can make payments on the Amt. Due. However, payments cannot be made on the Overdue Accrued Amt. The computer is estimating what the fine will be, but is waiting for the items to be returned or renewed before placing the charge in the Amt. Due field.
Max fine

Patrons can check out with a fine balance that is $19.99 or less. Once the amount due reaches or exceeds $20, a payment must be made to bring the balance below $20. If the CKO button is clicked and the amount due is $20 or more, the screen below appears. It indicates that the maximum allowable fine has been exceeded. Override will allow us to access the patron account, if needed.

Patrons are also blocked from renewing items and using the self-checkout machines if they have a balance of $20 or more.

The Current Blocks screen will only appear when you first pull up a patron’s account. Rescanning the card will not pull up the current blocks screen again. Once the CKO button is selected and the patron account is in the Checkout window, the buttons at the bottom of the screen will change. The Checkout window has a Blocks button that is used to pull the Current Blocks screen back up, if needed.
**Block Types**

- There are two types of blocks that can be added to an account: Fee blocks and Note blocks.
- To add a block, select either “Add Note” or “Add Fee” from the Blocks menu. A window will pop up where you can select the type of fee or note to add.

**Add Fee:**

![Fee Block Types Window](image)

**Add Note:**

![Note Block Types Window](image)
**Blocks Descriptions**

**Damaged Return** – This block is used to enter a charge for an item returned damaged. Your supervisor will provide training on damaged return procedures.

**Misc. fees** – This block allows you to add a special charge on the patron’s record. Clearly document the reason for the charge. *Example: lost book from book club kit*

**ILL Charge** – The library assistant who processes ILL items uses this block to add a fee when the lending library imposes a charge. Fee is pre-authorized by patron.

**Partial Return Non-essential** – The partial return clerk uses this to add a $10 charge for a missing disc from talking book set. Waive if patron returns missing disc.

*Change Requested by Borrower* – In the Former Catalog, a patron can view their address and hit the Change Requested button. That automatically adds this block.

*Address Correction Requested* – HQ Circ will add this block when they receive returned mail from the Post Office. Once the patron’s address has been corrected and verified, the block may be deleted (and the btype can be changed from RM).

**Circ Search** – This block is used to document when a patron states they have returned an item still showing on their account. (See *Circ Search* page for more instructions)

**Exempt from Debt Collection** – This block is used by the supervisor to stop someone from being sent to the rebilling service. It is generally used for special circumstances, such as when a lost item is on claims return or when an agreement has been made for a patron to make payments on their balance.

*Email Correction* – HQ Circ will add this block when they receive a bounced back email notice. Once the patron’s email address has been corrected, the block may be deleted.

*Library Use Restriction* – This block is used to restrict patrons from library use. This block should only be added by or under the direction of your supervisor. It is primarily used for patrons who abuse library loan policies or if the card was obtained or is being used fraudulently.

**Internal Message** – This block is used when staff need to put a note on the patron’s record, but do not want to stop the patron from using the self-checkout machine.

*e.g.*:  *hq-dv CKO override*  (Done once for expired cards w/o address verification)
*Comment* – This block is used to add a note on the patron’s record and it will stop the patron from using the self-checkout machine.

*Comment* – This block is used to add a note on the patron’s record and it will stop the patron from using the self-checkout machine.

*Comment* – This block is used to add a note on the patron’s record and it will stop the patron from using the self-checkout machine.

*e.g.: hq-dv Backpack found – See lost and found.*

**Never Send Notices** – Not often used. Usually used for training or testing purposes.

**Phone Correction Requested** – This block is used to note that we need to update someone’s telephone number the next time they call or visit the library. It is added automatically whenever the system is unable to deliver a telephone notice.

**Patron Merge Request** – This block is used when staff discover that a patron has two accounts. Staff will place this block on both accounts when they send in a Patron Merge form to the HQ Circ Office or when we need to get more information from the patron to verify if both accounts belong to the same person.

**Partial Return Essential** – The partial return clerks use this block when items are returned with piece(s) missing. Your supervisor will provide additional training on what to do with partial return items.

**Postcard Sent** – This block is used to document that a postcard was sent to verify someone’s address. See postcard chart for acceptable use of postcards.

**Waive History** – This block is used to store information about waives made on a patron’s record. Anytime you waive for PR reasons, add a waive history block. If card already has a waive history block, add an additional comment line within existing block.

*These blocks will stop patrons from using the self-checkout machines*

- Always include your library and initials when adding a block.
- Once a block is added, additional comments can be added within each block by selecting the Detail of that block and then selecting the Comment button.
Circ Search

Circ search procedures vary slightly by branch. Your supervisor may provide additional training regarding branch procedure.

When a patron states that an item on their account has been returned:

- Select the item and hit CTRL+F10 to make a printout of the item. On printout, write the library initials where the patron says they returned the item and the item call number.

- Add ‘Circ Search’ block to the patron record.
  Note the barcode, item title, and the library that needs to search.
  Ex:hq-dv Dinosaur Days (801324197) ret’d to SA
  Add any other relevant information the patron gives (e.g. ret’d to AMHS, ret. date).

- If the patron says they returned the item to another library, send the printout to the other library. If the patron is unsure to which library the item was returned, send printouts to both libraries.

- Searches should be noted within the claims return block by adding a comment within the block detail. If the item is found, the block will have to be manually deleted.

Important: Never change the item to Claims Return status. Leave it checked out.

Tell the patron:

- If the library finds the item, they will check it in immediately and waive any fines that have accrued, but no notice is sent. The patron should check their account or contact the library for updates.

- The patron will continue to receive overdue notices while the item is being searched.

- If the item is not found or returned then the patron will be billed for the item when it reaches 6-weeks overdue.
**Returned Mail**

When a written notice is returned by the Post Office as undeliverable, the patron’s borrower type is changed to Returned Mail. Returned mail patrons must provide written proof of their new or correct address and cannot use their account until this has been done.

Once patron provides address proof:

- Look up the address on the Assessor’s website.
- Update the address information, including jurisdiction code in stat class.
- Add an Activity Log documenting the changes. The last Activity Log entry will indicate the correct btype.
- Change the Btype from RM to the correct Btype.
- Add a comment to the Address Correction block verifying the change and delete the block.
- If patron wants to check out, rescan card and proceed with checkout. This allows Horizon to realize that the borrower type has changed.
Fine Payment

- Amt. Due is the amount currently owing on the account for late fines, lost item and other charges.

- Overdue Accrued Amt. is the amount that would be due if all overdue items were returned today. Be careful not to tell patrons that this is exactly what they’ll owe when items are returned. It is only the amount they will owe if items are returned today.

- To make a payment, select the ‘Payment’ button or select ‘Payment’ from the Blocks menu.

- The default amount that comes up will be the total amount owing. If the patron is paying less, enter the appropriate amount.

- If the patron wants to pay only certain fines, highlight/select those lines first and then select ‘Payment.’ Otherwise, Horizon will apply the payment from the top lines down.

- Always enter your library – initials in the comment line. If paid by check, enter the check number in the field below. Write the B#, and library-initials, on the check.
Waives

Occasionally we need to waive, or clear, charges from a patron’s record.
Some common reasons to waive are listed below:

- Lost item is returned – need to manually delete max fine leaving the lost fee
- Circ search item is found on shelf
- Patron insists that the charge is incorrect
- Patron asks that charge be cleared/reduced
  (With good reason – no automatic “one time waive” - *Don’t say this*)

If considering waiving legitimate charges, first check to see if patron has a prior Waive History block. Consider whether charges were waived in the past for a similar reason.

When in doubt about whether to waive, always seek assistance from your Circ Supervisor or senior library clerk.

Highlight the appropriate line(s). Select ‘Waiver’ from the Blocks menu. Always enter your library-initials in the comment line. Add a Waives History block if appropriate. *(See next page)*
**Waive History**

When charges are waived because the patron is challenging the fine or asking that charges be reduced, use the Waive History block to document the waive. The only time a ‘Waive History’ block is not added is if the fines were charged in error or when the fine is cleared because the lost fee is charged instead.

To add a Waive History block, select “Add Note” from the Blocks menu. Select Waive History from the list of blocks. An Edit window appears that allows you to enter a comment. Enter your library-initials, the amount that was waived, and the reason the charges were waived. If the account already has a Waive History block, don’t add another block. Instead add another comment line within the block.

**Example:** hq-dv $1.25 waived for late magazine – patron thought cko was 3 weeks

A Waive History block remains in Current Blocks to serve as a record of past waives. Never delete a Waive History block. The block does not interfere with normal use of the library card. If there are multiple waives on a card, they should all be noted within one Waive History block.
**Payment History**

A record of all charges that have been paid or waived is kept in the patron’s payment history. To view: from the CKO screen, select ‘Payment History’ from the Borrower menu. The box below will appear with today’s date as the default. Change the date to go as far back as needed. This will bring up any charges paid or waived since that date. This function is often more useful than looking in History blocks as it will show all past account charges at a glance, whether paid or waived.
Lost Items – Aging to lost

- When an item becomes six weeks overdue, it will automatically change to lost and charge the patron the cost of the item plus a non-refundable lost fee.

- Horizon will list the Lost Charge and Lost Fee separately. The item will also remain in the list of All Items Out with a status of Lost.

- The lost charge covers the cost to purchase a replacement item. The lost fee covers the cost to process the replacement item. (Processing includes ordering, receiving, cataloging, physical application of labels, and transporting the item to the library.)

- Even if the item is later returned, the patron is still responsible for paying the lost fee. The lost fee is charged in place of the overdue fine, if the item is returned.

- When taking a payment for a lost item, be sure and tell the patron that they must bring it up to a staff person if they find the item within six months of the date paid in order to get a refund. The lost fee is non-refundable. Any refund due will be less other fines owed to the library at that time.
Lost Items – Manually set to lost

- Items can also be manually set to Lost. This is only done when the patron is positive that the item is lost and prepared to pay for the item immediately. The same amount is charged regardless of whether the item ages to lost or is manually set to lost.

- If a lost item is paid for and then found, the lost fee is not refunded. For this reason, we usually suggest that patrons continue to look for a missing item unless they are sure that it will not be found. Once the item ages to lost, it must be paid for before the account can be used. There is no advantage to paying early for a lost item.

- To manually set an item to lost, select the item from the ‘All Items Out’ screen, and then select ‘Lost’ from the CKO menu.

- Lost items remain listed in All Items Out until they are returned or paid for. The item status shows as Lost and the due date is listed in blue.

- When taking a payment for a lost item, be sure and tell the patron that they must bring it up to a staff person if they find the item within six months of the date paid in order to get a refund. Any refund due will be less other fines owed to the library at that time.

- To manually set an item to lost, select the item from the ‘All Items Out’ screen, and then select ‘Lost’ from the CKO menu.
**Lost Items – Returned**

If a lost item is returned that has not yet been paid for, the computer will automatically remove the lost charge from the account.

In addition, it will also add an overdue fine for the item. We charge only the lost fee for the item and do not also charge the overdue fine. The overdue fine is manually waived (add in note field: “Lost fee charged,” no need to add Waives History block). Note that the date on the fine block is later than the date on the lost fee block. This indicates that the fine was added when the lost item was returned.

Lost items must be returned within six months of becoming lost to either have the lost charge cleared or to receive a refund, if paid. After six months, the computer will automatically delete the item from the system. The lost charge remains on the account and must be paid. If a patron wants to return a lost item after that point, the librarian must agree to accept the item back. If the librarian does not agree, the patron must pay the charges and can then keep the item. If the librarian agrees, then the lost charge must be manually waived and the item will have to be added back into the system. The patron must still pay the lost fee.
Blocks – Refunds

When a patron pays for a lost item and finds it within six months of the date paid, they will receive a refund for the cost of the item. The lost fee is non-refundable. Fill out the half sheet refund form to initiate a patron refund. Send the form to HQ – Circ Office. Any refund due will be less other fines owed to the library at that time. Refunds are issued in the form of a check made payable to the card holder.

If a patron wants to return a lost item more than six months after the date paid, they must petition a librarian to accept it back. If the librarian does not agree, the patron can then keep the item. If the librarian agrees, they will receive a refund for the cost of the item. The lost fee is non-refundable. The librarian will need to initial the refund form.

When an item is returned within 30 days of the date paid, a Credit block will appear on the account. If the patron has both a credit block and other charges, the window below will appear when you scan the card. **Do not say OK; always select Cancel.** Leave the credit block on the account and send in a refund form to the Circ Office. If OK is selected, Horizon does not accurately reflect the payment in History and does not include it in Payment History. This makes it very difficult to go back and explain to a patron how the credit was used to pay other fines.
**Letter Service Patrons**

Patrons may be sent to our rebilling/letter service under the following conditions:

- Account balance of $50+
- Over 18 years of age (includes Senior Exempt and Staff)
- Final notice/bill was sent more than 3 weeks ago

Accounts referred to the rebilling service incur an additional $10 rebilling/letter service charge. This charge is displayed in Horizon as a separate block *(see example on next page)*. This is the fee charged by our rebilling agency, TSI (Transworld Systems Inc.) which we pass on to the patron. This fee is not to be waived as the library has already incurred a charge from TSI. Any waive of the rebilling fee is rare and should only be done by a supervisor or senior clerk.

Our rebilling agency TSI sends as many as five letters to the patron requesting payment. Patrons making payments on letter service accounts pay us directly.
Patrons who are referred to the rebilling service have their borrower type changed to LS (letter service). This prevents any activity on the account.

Letter Service accounts must have a balance of $0 before checkout is allowed and borrower type can be changed from LS. *(Stated on Fines & Fees policy)*

Once the balance is $0, determine the correct borrower type (usually noted in Activity Log). Change the borrower type from LS to the appropriate borrower type to allow checkout. If patron is checking out immediately, clear the CKO screen and rescan patron card. This must be done so Horizon realizes that the borrower type has been changed.

Tell the patron making a payment that the rebilling agency will be notified of the new balance and they will receive a confirmation letter (takes 1-2 weeks). Weekly, the Circ Office receives a report of letter service accounts that have had a change in the amount owing. They will alert the rebilling agency of any balance changes and add a note to the account.
HOLDS

Placing Holds

- Usually circulation staff will only place requests on items for themselves, but not for patrons. If a patron asks to have a request placed on an item, direct them to a librarian. An exception would be replacing a request on an expired hold item.

- The maximum number of requests allowed is 12 for most borrowers and 2 requests for limited cards.

- Begin in Checkout with your account (or the patron’s) in the Checkout window. Select “Find Item” (F2) from the Item menu.

- Search for the item. Note different search indexes available. Once the correct item record is on the screen, select “Make Request” (F5) from the Request menu.

- The default pickup location displayed is the location in your Edit Borrower record. To select an alternate pickup location, select a different library from the pull down menu. Click the “Request” button. (The “This Copy Only” box is used by the partial return clerk or for magazine requests.)
Managing Holds

Patrons may place a request on an item they wish to borrow. Requests can be placed online, from home or from a computer within the library. The librarian may also place requests for patrons. Some items, such as bestseller items, do not allow requests to be placed.

We have the ability to edit requests and make several types of changes.

Editing a Request

- From the Borrower menu, select “Requests.”
- Select the appropriate line and click Edit. Once the change is made, click Save.

Pickup Location

- To change, enter a new location in the “Pickup Location” field or select a location from the Codes button. This changes the pickup location only for that request.

Suspend Until Date

- Patrons may suspend their request. This leaves them on the request list, so they don’t lose their place in line, but temporarily prevents the computer from filling the request. If their request gets to #1, it will remain there suspended. Horizon knows not to fill the request until the suspend date has passed.

- To suspend a request, enter a date in the “Suspend Until” field. The computer will automatically reactivate this hold on that date. (Careful not to change the request expire date.)

- Patrons may also suspend their own requests online using our web catalog and select a reactivate date.

Changing Hold Expire Date

- Once a request has been filled, we are no longer able to change the pickup location or suspend the request. These fields will now be grayed out.

- When a hold is filled, the computer automatically assigns it an expiration date. If a hold is not picked up by the expiration date, the hold is automatically cancelled. If a patron asks to have the pickup date extended because they’re unable to pick up the hold in time, we will extend the hold pickup date for 1 – 2 days.

- To change the pickup date, enter a new date in the “Hold Expire” field.
Holds Pickup

Locating holds:

- Holds are shelved in the public area for self-service pickup by patrons. Holds are filed alphabetically by the first letter of the card owner’s last name, and then numerically by the last four digits of the library card number. Hold slips do not include the patron’s full name, but just the first letter of the last name.

- Show the patron the location of the hold pickup shelves and explain how holds are filed. Make sure they know who can help them if they need assistance.

- For the card owner:
  If they have a question about their hold, it is OK to look up their Horizon account after verifying that they are the card owner.

- For the non-card owner:
  We will not look up another person’s Horizon account and release hold information, the card number, or the last four digits of the card number. If the person has the card number and PIN, they can use a public computer to view information about the holds.

- When a non-card owner is picking up another person’s hold, we always recommend that they bring the card owner’s library card with them.

Checking out holds:

- Holds can be checked out on the self-check machine, but only to the account that has the item on hold. The card, or card number, and PIN are required to use the self-check machine.

- If someone is picking up a hold for another person and they don’t have the card, card number or PIN, we will not look up the account in Horizon to check out the item. The patron can choose to check out the item on their own card, but they will need to do so at the circulation desk. They must to be able to tell the clerk the full name of the person who has the item on hold. This proves that they have the correct item and also prevents someone from checking out the wrong hold item.

- They may also choose to call the card owner to get the card number and/or PIN which would allow them to checkout the item on the self-check machine.
Checking out a hold on another patron’s card:

- When you check out a hold on another patron’s card, a message will appear telling you that it’s supposed to be on hold for another person and asking if you really want to check it out to this person. If the person can tell you the name of the card owner/person who has the item on hold, select Yes.

- Then another window will appear asking if you want to renew this borrower’s request. Say No.
• Occasionally, there may be times when a hold that is supposed to be on the hold shelf cannot be located. When that happens, we need to cancel the hold so that Horizon begins the process of looking for another copy to fill the patron’s request. In the meantime, if the original copy is located it can still be used to fill the request.

• The Damaged to Trace Checkin workaround is used to cancel the hold and put the patron back in the request queue.

• A block with this same note will be placed in the patron’s record. If they are already aware of the problem, delete the note from their record so that a notice is not generated the following day.

• This process can also be used when a patron wants to change the pickup location of their hold after it’s been filled and is on the hold shelf. Use the Damaged to Trace Checkin workaround to cancel the hold and put them back in the request queue. Then Horizon will allow you to go into that request and edit the pickup location. After that’s done, check the item in to trigger the hold with the new pickup location.
Holds Pickup - Scenarios

- Patron asks if there are any holds on this card that are ready to pick up.
  - For the card owner:
    It is OK to look up their Horizon account and release hold information, after verifying that they are the card owner. Using their card number and PIN, patrons can also view their own account using a public computer in the library or from a remote computer. On the self-check machines, patrons can look at their account to see if there are holds waiting to be picked up. If you pull up a patron account and have verified that they are the card owner, you can volunteer that there are holds waiting to be picked up.

- For the non-card owner:
  If the person has the card number and PIN, they can use a public computer to view the library record. Staff can also show them the location of the hold pickup shelves and explain how holds are filed. However, we will not look up another person’s Horizon account and release hold information.

- Someone says they’re here to pick up another person’s hold, but they don’t have their card.
  - Explain how holds are filed on the hold shelves and that they will need the card number, or last four digits of the card number, to locate the holds. We will not look up another person’s Horizon account and release the card number or the last four digits of the card. When a non-card owner is picking up another person’s hold, we always recommend that they have the card owner’s library card or the last four digits of the card number with them. Staff can suggest that the person call the card owner to get the required information.

  - If the person locates the hold, but doesn’t have the full card number and PIN, they would have to be willing to check the item out on their own card, at the accounts desk. They would also need to be able to tell staff the full name of the person who has the item on hold. If they know the card number and PIN, they can type them in on the self-check machine and check out the item on the card owner’s card.

- We do not allow another patron to cancel someone else’s hold. Ask to have the card owner contact us.
Checking Out Requested Items

If a patron brings up an item to check out that has been requested by another patron, but is not on hold for another patron, they are allowed to check it out. This means that the title has a request placed on it and the patron found this copy on the shelf before staff could pull it to fill the hold. Since the patron found it on the shelf, we will allow them to check it out. The following screen will appear.

Notice that this message states that the item is requested by, but is not was being held for, another patron. Click Yes to check out to the patron.

The computer will not ask if you want to renew this patron’s request, as it would do if the item was on hold.