

	CITY OF PALM DESERT	
	<i>Subject</i>	Circulation Policy
	<i>Policy No.</i>	LIBR-002
	<i>Date</i>	Issued: June 27, 2024 Amended: N/A
	<i>Approved by</i>	Resolution No. {2024-039}
	<i>Authored by</i>	Library Services

I. PURPOSE

A. This policy outlines the circulation policy for the Palm Desert Library.

II. SCOPE

A. The Palm Desert Library will make available a wide range of materials in various formats for customer use. This policy establishes circulation guidelines to encompass materials borrowing and use.

B. LIBRARY CARDS

i. To check out materials, each library customer must have a valid library card. There is no charge for the initial library card for any resident of California. Lost or damaged cards will be replaced at no charge the first time. Additional library card replacements will be charged a \$1.00 fee. Library cards are non-transferable. Each library cardholder may have up to 30 items checked out at a time. The following item checkout limitation exists for each card:

1. **Printed Materials (books and magazines):** 30 per card
2. **DVDs & Blu-Rays:** 30 per card, not to exceed 30 total items
3. **Audiobooks:** 30 per card, not to exceed 30 total items
4. **Link+:** 20 items

C. LOAN PERIODS AND NUMBER OF RENEWALS ALLOWED

- i. **Books:** 14 days; 5 renewals
- ii. **Sound Recordings:** 14 days; 5 renewals
- iii. **DVD & Blu-Rays:** 14 days; 5 renewals
- iv. **Magazines:** 14 days; 2 renewals
- v. **Interlibrary Loan:** 1 renewal
- vi. **Kits:** 2 renewals
- vii. **Link+:** 21 days

III. TRANSACTIONAL PROCEDURES

A. HOLDS

i. If an item is not available, a customer can place a hold on it. There is no charge for placing a hold on an item. Some items may not be holdable. All

holds must be checked out on the card that placed the request. There is a maximum of 30 holds per card. Cardholders can place holds on up to 30 books, DVDs, sound recordings, and other materials. Link+ materials have a maximum of 20 holds at a time.

B. INTERLIBRARY LOANS

- i. If an item is not available to borrow from the Library's collection, it can be requested via Interlibrary Loan from another library system. There will be a \$3.00 charge for Interlibrary Loans. All Interlibrary Loans are reviewed by professional staff. Loans, loaning periods, and renewals are at the discretion of the loaning institution.

C. RECOVERING OVERDUE MATERIALS

- i. The Palm Desert Library will attempt to notify the customer three (3) days after the item is due, and again ten (10) days after the item is due. Thirty (30) days after the item is due, if it is still not returned, a bill notification is sent to the customer requesting that the item be returned or the cost of the item be paid.

D. LOST MATERIALS

- i. A lost item is library material that is not returned to the Library. Items not returned within thirty (30) days of the due date are considered lost. Items reported lost, misplaced, or missing by a customer are also considered lost. It is the responsibility of customers to return materials or be subject to a replacement fee for the item. If a customer locates an item within thirty (30) days of payment, the item, returned with a receipt, can receive a refund at the Library which initially accepted payment, in the original payment form.

E. DAMAGED MATERIALS

- i. A damaged item is an item that is not returned in the condition in which it was borrowed. Damage includes, but is not limited to wet, stained, scratched, chipped, sticky, sandy, chewed, odiferous, missing pages, written in, or missing pieces. It is the responsibility of the customer to return items in the same condition as when the item was borrowed or be subject to a replacement fee for the item. It is the responsibility of the customer to report any existing damage at the time an item is checked out.

F. CLAIMS RETURNED MATERIALS

- i. A Claims Returned item is a library material that was borrowed, which the customer then claims the item was returned but the library's inventory system does not identify it as returned. If a library customer is notified that they have not returned an item and the customer claims they have returned it, library staff will check the shelf for the item and if it is not located, may set the item to Claims Returned. A customer is only allowed to have five items with a Claims Returned/Claims Never Had status. Additional items will be marked as Lost and patrons will be responsible for the replacement.

G. CLAIMS NEVER HAD MATERIALS

- i. A Claims Never Had item is a library material that appears on a customer's library account, but that they claim was never borrowed. If a library customer is notified that they have not returned an item and they claim they

never borrowed the item, library staff may set the item to Claims Returned. The item will remain on the customer's account with a Claims Returned status until the item is found. A customer is only allowed to have five items with a Claims Returned/Claims Never Had status. Additional items will be marked as Lost and patrons will be responsible for the replacement. This policy will also apply for items checked out, but the customer reports the case was empty.

H. **REFUNDS**

- i. Refunds will be issued for paid lost items within 30 days. After 30 days, refunds cannot be processed. The item returned must be in good condition: no water damage, torn pages, or cover, or handwriting on pages.