

Academic Library Services Procedure Manual

Subject: Circulation Procedures

Title: General Circulation Procedure

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The Joyner Library Circulation Department is responsible for the circulation of library materials in Joyner Library. The Music Library, which is a branch collection of Joyner Library, adheres to this same circulation procedure.

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For circulation rules governing the interlibrary loan service to ECU and outside libraries, refer to the Interlibrary Loan Procedure, 300.10.25. For circulation rules governing the document delivery service, refer to the Document Delivery Procedure, 300.10.56. For circulation rules governing the reserves service, refer to the Reserves Procedure, 300.10.56. For other related circulation rules, consult the Library Procedure Manual.

## Types of Library Materials

Joyner Library and the Music Library contain collections with numerous types of circulating materials:

1. Books
2. Scores: Printed music for either study or performance
3. Federal Documents
4. Federal Documents Maps
5. Popular Reading Collection and E-readers
6. Teaching Resources Center (TRC) Books and Mixed Media
7. K-12 Textbooks, Guided Readers, and Teaching Aids held in the TRC
8. Ronnie Barnes Materials
9. Media Materials: Audio, audio/visual, and materials containing a mixture of media and print materials
10. Circulating Equipment\* (**For e-readers, see #5 above.**)
11. Reserve Materials: Materials whose circulation and use are designated by professors and teaching assistants. See the [Reserve Collection Procedure](#) for more information.
12. In-Library Use materials: Print and non-print materials in the libraries' reference collection, bound and current journals, Music Library call numbers M1-M3, microforms, and any special collections or North Carolina collection item restricted to In-Library use

\* A [list of equipment](#) available at Joyner Library and at the Music Library is posted on our website. A complete list of pieces is included with each equipment loan.

Please note that any of the above materials housed in the Music Library's closed stacks areas must be checked out to the requesting patron when the materials are handed across the Circulation desk. This applies regardless of whether the material must be used In-Library or whether it is allowed to be taken from the library.

## Borrower Registration

ECU-affiliated Borrowers (Faculty, Staff, Graduate students, & Undergraduate students) are automatically registered in the library circulation system within a few days after the start of each semester. Accepted students and returning students for the following semester may be permitted to register and borrow materials during the summer. Faculty in between contract periods may also be permitted to register and borrow from the library with an email from their ECU supervisor.

Other Borrowers must register at either the Joyner Library or Music Library circulation desk and must present a government issued photo ID, complete a borrower registration form, pay any

required Borrower fees, and provide any other necessary identification or verification. Area Educators, Cooperative Borrowers, Friends of the Library, and other Borrowers whose eligibility may vary over time must prove continued eligibility.

### **Borrower Types, Loan Periods, and Renewal Limits**

**ECU Faculty, Staff, Retirees, and Emeriti** - Faculty and staff currently employed by ECU, retired ECU faculty and staff, ECU Emeritus faculty and staff, and visiting faculty with written approval from their sponsoring department.

| <b>Type of Item</b>                               | <b>Loan Period</b>   | <b>Number of Renewals</b> |
|---|--|---------------------------|
| Books, Scores & Federal Documents                 | 180 Days   | 3                         |
| Popular Reading Books and E-readers               | 28 Days  | 3                         |
| TRC Books and Mixed Media                         | 14 Days  | 3                         |
| K-12 Textbooks, Guided Readers, and Teaching Aids | 7 Days   | 3                         |
| Federal Document Maps                             | 7 Days   | 3                         |
| Media Materials                                   | 7 Days   | 3                         |
| Circulating Equipment                             | As Labeled (1-day, 7-day)*   | 0                         |
| Ronnie Barnes Materials                           | 14 days  | 3                         |
| Reserve Materials                                 | Varies by instructor's choice: usually 3 hours, 1 day, 3 days, or 7 days | 0                         |
| In-Library Materials                              | In-Library Use**   | 0                         |

\* Equipment must be checked out in person and must be returned to its original borrowing location (i.e. the Joyner/Music Library service desks or the Laupus Health Sciences Library Computer Lab as applicable); it may not be returned to a library drop box. Borrowers are not permitted to checkout multiples of certain equipment types as identified by departmental instructions without prior arranged permission from library

personnel. Please note that some equipment is purchased with student technology fee funds and is only available to students to checkout.

\*\* ECU faculty, staff, retired and Emeritus faculty and staff, and ECU graduate and undergraduate honors students may check out In-Library Materials for 24 hours with permission from a full-time staff member at the appropriate service desk. These materials must be returned to the appropriate circulation desk (i.e. Music or Joyner Library) and may not be placed in library drop boxes.

**ECU Graduate Students, Undergraduate Honors College Students, Undergraduate Students, and Visiting Students** - Students currently enrolled in a graduate or an undergraduate program at ECU. Visiting students are enrolled at another university and are taking a class at ECU under special arrangement with ECU and their home institution.

| Type of Item                                      | Loan Period   | Number of Renewals |
|---|---|--------------------|
| Books, Scores & Federal Documents                 | Fixed due date for last day of exams for end of the current semester.       | 3                  |
| Popular Reading Books and E-readers               | 28 Days   | 3                  |
| TRC Books and Mixed Materials                     | 14 Days   | 3                  |
| K-12 Textbooks, Guided Readers, and Teaching Aids | 7 Days  | 3                  |
| Ronnie Barnes Materials                           | 14 days   | 3                  |
| Media Materials                                   | 7 Days  | 3                  |
| Circulating Equipment                             | As Labeled (1-day, 7-day)*  | 0                  |
| Reserve Materials                                 | Varies by instructor's choice: usually 3 hours, 1 day, 3 days, or 7 days ** | 0                  |
| In-Library Materials                              | In-Library Use**  | 0                  |

\* Equipment must be checked out in person and must be returned to its original borrowing location (i.e. the Joyner/Music Library service desks or the Laupus Health

Sciences Library Computer Lab); it may not be returned to a library drop box. Borrowers are not permitted to checkout multiples of certain equipment types as identified by departmental instructions without prior arranged permission from library personnel.

\*\* ECU Graduate/Undergraduate Honors Students who place an item on reserve may take that item out of the library for use in class or for review. They may also check out upto three In-Library Use materials for 24 hours with permission from a full-time staff member at the appropriate service desk. These materials must be returned to the service desk they were circulated from and may not be placed in library drop boxes.

**ECU/Pitt County Public Schools' Innovation Early College High School Students** - Students currently enrolled in the early college high school located on the ECU campus.

| Type of Item                                      | Loan Period  | Number of Renewals |
|---|--|--------------------|
| Books, Scores & Federal Documents                 | Fixed due date for last day of exams for end of the current semester.    | 3                  |
| Popular Reading Books and E-readers               | 28 Days  | 3                  |
| TRC Books and Mixed Media                         | 14 Days  | 3                  |
| K-12 Textbooks, Guided Readers, and Teaching Aids | 7 Days   | 3                  |
| Ronnie Barnes Materials                           | 14 days  | 3                  |
| Media Materials                                   | 7 Days   | 3                  |
| Circulating Equipment                             | N/A  | 0                  |
| Reserve Materials                                 | Varies by instructor's choice: usually 3 hours, 1 day, 3 days, or 7 days | 0                  |
| In-Library Materials                              | In-Library Use   | 0                  |

### **Additional Borrower Types**

**Area Educators** - Current verified employees of public or private K-12 schools in the eastern North Carolina area serviced by the Walter and Daisy Carson Latham Clinical Schools Network in the College of Education, those who are authorized as homeschooler educators, and educators employed in the ECU/Pitt County Public Schools' Innovation Early College High School

**Cooperative Borrowers** - Current students, staff, and faculty of any institution with which the library has a cooperative agreement; a full list of cooperative institutions is available on the library webpage. Individuals must present an institution ID, along with proof they are currently enrolled or employed at that institution.

**Eastern AHEC/Outreach** - Faculty and Staff of Eastern AHEC, Preceptors of ECU students, or any individual currently employed by a healthcare organization in the 23-county EAHEC region. Identification and/or proof of employment will be requested before a library card will be distributed.

**Friends of Joyner, Laupus, and Sheppard Memorial Libraries** - Current members of the Friends of Joyner Library Association, the Friends of Laupus Library Association, or The Friends of Sheppard Memorial Library. Restricted to a maximum of five library materials per item type checked out at any given time. Requires an annual fee.

**NC/Area Residents** - North Carolina residents at least 18 years old with valid identification or active members of the US Military stationed in NC. Restricted to a maximum of five library materials per item type checked out at any given time. Requires an annual fee.

**Participants in ECU's Language Academy, ECU's Lifelong Learning Program, the ECU's Summer Ventures in Science and Mathematics, and other temporary official ECU programs** – These individuals must present an institution ID or other proof they are currently enrolled in these programs.

**Vidant Employees** – Employees of Vidant Health. Individuals must present a valid Vidant ID.

**Visitors** - Patrons temporarily associated with ECU who are sponsored by an ECU department. The sponsoring department must submit a letter on ECU letterhead or an email sent from an ECU email account stating the visitor's affiliation and duration at ECU. Such visitors may include post-docs, research fellows, and visiting scholars.

| Type of Item                        | Loan Period | Number of Renewals |
|-------------------------------------|-------------|--------------------|
| Books, Scores & Federal Documents   | 28 Days     | 3                  |
| Popular Reading Books and E-readers | 28 Days     | 3                  |
| TRC Books and Mixed Media           | 14 Days     | 3                  |

|   |  |   |
|---|--|---|
| K-12 Textbooks, Guided Readers, and Teaching Aids | 7 Days   | 3 |
| Ronnie Barnes Materials                           | 14 days  | 3 |
| Media Materials                                   | 7 Days   | 3 |
| Circulating Equipment                             | N/A  | 0 |
| Reserve Materials                                 | Varies by instructor's choice: usually 3 hours, 1 day, 3 days, or 7 days | 0 |
| In-Library Materials                              | In-Library Use   | 0 |

### **Hold, Recalls, and Renewals**

When recall and hold materials are available for a Borrower, they are held at the requested Circulation desk for a period of 72 hours for materials. Materials not checked out by the requesting Borrower within the hold period will be re-shelved or made available to the next Borrower.

Hold and recall requests cannot be placed on: (a) Internally Circulating Equipment, (b) Reserves Materials, or (c) In-Library Materials.

#### **Hold**

All Borrowers may place a hold request on library materials that allow holds by asking at a Circulation desk or online through the catalog. Materials that are checked out to other Borrowers will be available after they are returned. Materials that are on the library's shelves will be pulled as staff time allows. The Borrower requesting the hold will be notified by email when the material is available for checkout. Reminder notifications will be emailed multiple times until the hold period is exhausted. Only one equipment item of each type of equipment may be on hold for a person at a single time without special prior arrangement with circulation personnel.

#### **Recalls**

Recalls of materials from Borrowers who already have them checked out may be made by library employees to fulfill course reserves requests by instructors. Other Borrowers requesting materials checked out by others are referred to request through the interlibrary loan service, if they are eligible for the ILL service; if the ILL service is unable to borrow the desired materials, library staff can place a recall. Recalls for course reserves may be made at any time during a loan period. Recalls to fill other requests may be made after the current Borrower has had the materials for at least 28 days or one loan period, whichever is shorter.

Recalled items not returned within the seven-day recall period will be declared lost and

billed accordingly. Once billed, the charges are non-refundable, even if the material is later attempted to be returned.

### **Renewals**

Renewals are allowed on many library materials; see sections above under each Borrower type for material type renewal allowances. Materials that can be renewed may be renewed if another Borrower does not have a hold on it and if the Borrower renewing does not have any materials that are already overdue or any outstanding fines on their library account. Eligible materials may be renewed in person at a Circulation desk, by phone, email, or online. Materials without renewals remaining must be brought to a Circulation desk to verify the materials are in good condition and have not been lost; faculty and staff with materials in their main campus offices may request library personnel to come to their office to renew materials as library staffing allows (see website for details). Once verified at the Circulation desk or by library personnel in faculty/staff member's office, materials may be checked out again if there are no holds on them and the patron has no outstanding overdue materials, fines, or fees.

### **Wait Period**

To prevent monopolization of materials, especially reserves and equipment, Circulation staff may invoke a 30-minute wait period before allowing a Borrower to check out the same material again.

### **Missing Materials**

Materials not found on the shelf may be reported in person, by phone, or by email to Circulation. Missing materials will be searched for over a period of three months. If the missing material is found, the person reporting the material will be notified. If the missing material is not found, the material will be declared lost and a collections librarian will be informed to consider purchasing a replacement copy or to notify Cataloging to remove the missing material from the collection.

Interlibrary loan may be used at any time by eligible Borrowers to request a copy of the missing material from outside libraries. Research & Instructional Services may be consulted for other related materials, as well.

### **Borrower's Responsibilities, including Overdue, Damaged, and Lost Fees**

Borrowers must present either their university identification card with a clear photo on it, or a valid library card or a government-issued identification card with a clear photo on it, each time they borrow materials at a Circulation desk. For ECU Borrowers, as a one-time courtesy each semester, a valid government-issued photo ID will be accepted in lieu of a university identification card and a note will be placed in the Borrower's account to track this allowance. ECU students with verified fall semester enrollment may borrow materials during the preceding summer.

ECU students, staff, and faculty must provide written permission via signed letter or email from an ECU email account for another person to borrow materials on their library account. The written permission should specify: (1) the Borrower's name, (2) the name of the person being granted authorization, and (3) the period that the person is authorized to use the Borrower's



account (e.g. one-time only, for specific semesters, indefinitely). Authorized persons may be asked to present an ID to prove identity to check out on the Borrower's account. Other Borrower types may not authorize others to borrow materials on their account.

Borrowers must notify a Circulation desk if their university identification card or library card is lost or stolen to have their account blocked to prevent misuse by others; if a Circulation desk is not notified, the Borrower will be held responsible for materials checked out to their account.

Borrowers are responsible for all uses of their card and for paying all fines and fees accrued on their card. It is the responsibility of Borrowers to remember their due dates. Borrowers should inquire from a Circulation desk what their due dates are, if in doubt, or view their due dates in their account in the online library catalog.

It is the Borrower's responsibility to return borrowed materials to any ECU library (Joyner Library, Music Library, or Laupus Health Sciences Library) in the condition in which it was borrowed and to do so by the due date. Borrowed equipment must be returned to the library Circulation desk from which it was borrowed. Faculty and staff with offices on main campus may request to schedule with Circulation staff to come to their office to pick up materials to be returned; if this service is to be used, a notice of at least two weekdays before the due date should be given to Circulation staff.

It is also the responsibility of the Borrower to inform the Circulation desk of any changes in telephone number, permanent mailing address, or e-mail address to ensure timely contact between the library and the Borrower. ECU faculty, staff, and students should also change this required information through the [ECU Pirate Port system](#), or they may contact the [ECU Registrar's Office](#).

### **Claimed Returned**

If a Borrower thinks overdue materials have been returned, those materials should be reported to Circulation to be marked as Claimed Returned. Materials cannot be claimed returned after materials have been billed as lost. Circulation employees will search for such materials at least once each month for three months. Borrowers are encouraged to continue their search as well. If the materials are found by the library, any accrued overdue fines will be waived. If the materials are not found by the library, the materials will be declared lost, and the Borrower will be responsible for the replacement cost plus processing fee.

### **Overdue Fines & Grace Periods**

Courtesy notices are sent by email to remind borrowers when materials that circulate outside the library are about to become due and when they are overdue. Courtesy notices are not sent for in-library use materials because these materials are due within 24 hours. Circulation, interlibrary loan, and document delivery privileges will be suspended when any materials are overdue on the Borrower's account.

| <b>Material Type</b>                              | <b>Grace Period</b>  | <b>Overdue Fine</b>  | <b>Max Overdue Fine Before Charged as Lost</b> | <b>Borrower Type Excluded from Overdue Fines</b>               |
|---|--|--|--|--|
| Books, Scores & Federal Documents                 | No Grace Period  | None   | N/A  | N/A  |
| Popular Reading Books and E-readers               |  |  |  |  |
| TRC Books and Mixed Materials                     |  |  |  |  |
| K-12 Textbooks, Guided Readers, and Teaching Aids |  |  |  |  |
| Ronnie Barnes Materials                           |  |  |  |  |
| Maps  |  |  |  |  |
| Media Materials                                   |  |  |  |  |
| Circulating Equipment                             | No Grace Period  | \$5.00 per day or part thereof   | \$35.00  | None – All Borrowers Accrue Fines                              |
| Reserve Materials                                 | 15 minutes for hourly materials; No Grace Period for daily materials | \$1.00 per item, per hour or day or part thereof (depending on the material’s loan period increment) | \$10.00  | Instructor only for materials on Reserve for their own courses |
| In-Library Materials                              | 15 minutes   | \$1.00 per item, per day or part of a day  | \$10.00  | None – All Borrowers Accrue Fines                              |

**Lost Item Fees**

Library equipment, course reserves, and other high demand materials will be charged as lost per the Borrower’s request or after the material has become more than 7 days overdue. Other Library materials will be charged as lost per the Borrower’s request or after the material has become more than 40 days overdue. Library materials that are lost are charged to the Borrower at the

market rate, as determined by library personnel consulting the vendors preferred by the libraries. Lost materials for which a market rate replacement cost cannot be determined will be charged a flat replacement cost of \$50.00 for books/media/maps, \$10.00 for popular reading collection books, and \$10.00 per microfiche or microfilm reel. Borrowers might be permitted to provide a replacement copy on a case-by-case basis (for example, some library materials, such as juvenile books, require specialized library binding and cannot be replaced with an edition purchased by the Borrower). In addition to the market rate or flat replacement cost, Borrowers will be charged a processing fee of \$30.00 to cover billing, reorder, post-receipt processing, re-cataloging, and re-shelving costs. Circulation, interlibrary loan, and document delivery privileges will be suspended when there are any unpaid fines or fees on the Borrower's account.

If a Borrower returns a previously billed lost item before having paid for it or before it is sent to a student's Cashier's Office account through Banner, the replacement cost and processing fee charges will be cancelled and replaced by the maximum overdue charge for the item.

If a Library item is returned in good condition, within one (1) month of having been paid as lost or sent to a student's Cashier's Office account through Banner, the responsible Borrower will be issued a refund or Banner reversal only for the replacement cost; the processing fee is non-refundable.

The Library will not issue refunds for items returned one month or longer after payment has been made or reverse charges that have been sent to the Cashier's Office after one month or longer.

All lost item fees will be used to purchase library materials, but the library reserves the right to not repurchase an exact copy of the lost material.

The lost and processing fees for incidental materials (e.g. plastic bags for equipment) may be reduced or cancelled by Circulation staff.

Materials lost due to natural disaster, fire, theft, or other reason while checked out to a Borrower are still the responsibility of the Borrower to pay to replace.

Materials checked out to a Borrower who dies while still in possession of the materials are still owed back to the library. Library staff will contact the Borrower's estate to request that materials be returned or paid for by a negotiated date. Any accrued overdue fees will be canceled if materials are returned by the negotiated date.

### **Damaged Item Fees**

The library's Preservation & Conservation Department staff is responsible for determining whether damaged material can be repaired, rebound, or must be replaced. If the Preservation & Conservation Department staff are able to repair the material, they will do so, and the Borrower will be charged a repair fee of \$30.00. If the material must be sent to an offsite bindery, a bindery repair charge of \$20.00 will be assessed to the Borrower plus a bindery processing fee of \$20.00. Material that must have repairs made and be sent to the bindery will be assessed fees for both, which totals \$70.00. Material damaged due to natural disaster, fire, theft, or other reason while checked out to a Borrower are still the responsibility of the Borrower. The Borrower will be charged a lost replacement fee for materials damaged beyond repair or for material that would be cheaper to replace than to repair or send to the bindery. Circulation, interlibrary loan, and document delivery privileges will be suspended when there are any unpaid fines or fees on the Borrower's account.

### **Collections, Penalty Fees, and Interest**

ECU student debt may be transferred to Banner Finance for collection by the ECU Cashier's Office. Other Borrower debt may be submitted for collection through the North Carolina Attorney General's Office, the North Carolina Department of Revenue, and collection agencies. ECU faculty and staff debt may also be sent for collection through ECU Human Resources. Educator Card and Cooperative Borrower debt may be collected through collaboration with those respective institutions. Borrowers with unpaid debt are subject to a one-time penalty fee and monthly interest charges being assessed on their accounts pursuant to North Carolina state law §147-86.23.

### **Payment Options**

Payments to the library may be made at the Joyner Library Circulation Desk by cash, check, credit or debit card (Visa, MasterCard, and Discover), or ECU Bounty Bucks. If a check is declined by the bank used by ECU for insufficient funds or for a closed account, a returned check processing fee of \$35.00 will be added to the Borrower's account. Payment by credit or debit card may be made in person at the Joyner Library Circulation Desk or online; payment by card by phone is also allowed but is discouraged due to privacy and security concerns.

### **Appeals Process**

Borrowers who think the library has made an error in assessing a fine or fee or who think extenuating circumstances should be considered may file an appeal using the form on the [library's website](#). Appeals must be filed within 30 days of the original billing date. The appeal process may take 1-2 weeks to complete. Failure to know, or follow, library procedure is not an acceptable reason for waiving library charges.