



# EVERGREEN INDIANA CIRCULATION PROCEDURES

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## REGISTERING A PATRON

### PATRON PROFILE

The patron profile determines the user’s access to materials, number of item limits and fine and fee rates. See [Appendix A](#) for a list of patron user groups and the various limits. Each user must have one of the following patron profiles assigned:

- Resident or Resident – Limited Access
- NonResident or NonResident – Limited Access
- Student<sup>1</sup> or Student – Limited Access

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<sup>1</sup> With the approval of their library board, Evergreen Indiana Libraries may issue an Evergreen Indiana library card to a student that does not reside in the library district but is enrolled in a K-12 public or private school that is located at least in part in the library district (IC 36-12-2-25).

- Reciprocal Borrower or Reciprocal Borrower – Limited Access
- Outreach
- Temporary
- Transitional
- ILL
- Computer Usage
- PLAC or PLAC – Limited Access
- StaffCard

Resident, Outreach and StaffCard cards are valid for two years. Nonresident and Reciprocal Borrower cards are valid for one year. Student, Temporary, Computer Usage, PLAC and, in some cases, Reciprocal Borrower, card expiration dates are set by the issuing library and may be less than one year. Transitional cards are good for 3 months.

All patron information should be entered into Evergreen in all caps and according to the USPS style guide. Please avoid entering the email address in all caps and enter it as it is given by the patron. The USPS style and format guide is available at: <http://pe.usps.gov/cpim/ftp/pubs/Pub28/pub28.pdf>

## EVERGREEN INDIANA LIBRARY CARD ELIGIBILITY

Residents of Indiana (other than those assigned a “StaffCard” user profile) presenting Proper Identification (see below for a definition of “Proper Identification”) that establishes that the individual resides in or pays real property taxes on property owned in the library’s service area (the “library district”) are eligible to receive a green Evergreen Indiana library card from their home library. The “Employee Account Policy” should be consulted before issuing a card with the “StaffCard” profile.

Indiana residents not residing in a library district may be eligible to purchase or otherwise obtain an Evergreen Indiana Library card as a non-resident, PLAC, reciprocal borrower, student or township contract user subject to the laws and regulations covering these types of cards.

### CONFIRMATION OF NO CURRENT OR PRIOR EVERGREEN INDIANA USER ACCOUNT

A search of the patron database, including “everywhere” and “inactive,” should be executed to ensure that the individual seeking an Evergreen Indiana card does not already have an account. If accounts with similar or identical names are returned in the search results, the identification and address information of the applicant should be compared to the information in the existing accounts. In the event there is no identification information in the existing account, the home library should be contacted to ascertain if there is non-electronic “legacy” data that did not migrate but which is still retained at the library that may help resolve whether there is or is not an account already in the applicant’s name.

### DEFINITIONS: DETERMINING AND ASSIGNING THE PATRON PROFILE

**Resident:** assigned to Indiana residents who reside in the library district or own real property taxed for library service that is located in the library district.

**Nonresident:** assigned to Indiana residents who purchase a nonresident card pursuant to IC 36-12-2-25(b)(2). Only one Evergreen Indiana card should be issued for each nonresident fee paid. Nonresident cards may be issued pursuant to township and other contracts if the contracted amount is equal to the fee charged by the library pursuant to IC 36-12-2-25(d).

**Outreach:** assigned to an Indiana resident who resides in the library district or an institution located in the library district. For example, homebound individuals or day care or senior facilities.

**PLAC:** assigned to an Indiana resident purchasing a statewide library card pursuant to IC 4-23-7.1-5.1. The expiration date on the PLAC card is set to one year, or less, if the underlying card expires in less than one year from the date of issuance. Users with this profile must have the PLAC Home Library statistical category value entered

**Reciprocal Borrower:** assigned to Indiana residents who hold a valid library card from a non-Evergreen Indiana library that has entered into a reciprocal borrowing agreement with the library OR Indiana residents who obtain an Evergreen Indiana library card pursuant to a township or other contract when the contractual rate charged by the library is less than the nonresident card fee rate set by IC 36-12-2-25(d). Only one Evergreen Indiana card should be issued for each contractual fee paid or reciprocal home library. Patrons assigned this profile should be given a blue Evergreen Indiana card to indicate that the blue Evergreen Indiana library card is valid only at the library issuing the library card.

**StaffCard:** assigned to individuals who are actively employed at the library. This profile should not be assigned to board members, volunteers or friends of the library. Library staff should not use their Evergreen staff-client account to circulate materials. *See Employee Account Policy* for additional information.

**Student:** assigned to Indiana residents who do not reside in the library district but who teach at or attend a K-12 public or private school or who attend a college or university located in the library district. This card “may” be issued by Evergreen Indiana libraries as authorized pursuant to IC 36-12-2-25(e)(1). Do not use this card as a “juvenile” card. Patrons assigned this profile should be given a blue Evergreen Indiana card to indicate that it is valid only at the library issuing the library card. Users with this profile must have the Education Card Type statistical category value entered.

**Temporary:** assigned to an individual who does not reside the full year in the library district. Examples include relocated workers and summer home residents.

**Transitional:** Optional profile for libraries wishing to offer library services to persons without a permanent home in their library district. Services are limited to those locally available with a maximum circulation of 3 concurrent items. Applicants must have a community sponsor. Libraries may determine locally who is eligible to serve as a sponsor. Term of service has been set at 3 months. A blue card should be issued to indicate that the card is only good at the issuing library. A sample sponsorship form is available in [Appendix D](#).

**Computer Usage:** cards do not have check-out privileges and libraries may establish their own identification requirements for issuing cards under this profile. Patrons assigned this profile should be reminded that the card does not come with circulation privileges and is valid for computer use only at the library issuing the card. Patrons assigned this profile should be given a blue Evergreen Indiana card to indicate that the card is valid only at the library issuing the library card.

**Limited Access:** This sub-profile limits access to “R-rated” audio visual materials. The library is not “required” to assign the “limited access” profile to a minor.

## REQUIRED IDENTIFICATION: ESTABLISHING IDENTITY AND RESIDENCY

An applicant for an Evergreen Indiana library card must present the required Proper Identification in person at the Evergreen Indiana library that will issue the library card (*see below* for definition of “Proper Identification”). Property owners who do not reside in Indiana will be required to show proof of real property ownership, such as a tax bill or deed.

A parent or legal guardian showing Proper Identification may register a minor child for an Evergreen Indiana library card. Additional proof of guardianship may be required. Emancipated minors are required to present evidence of their status to void the necessity of the presence of a parent or guardian.

Proper Identification must be presented to apply for an Evergreen Indiana library card. Recommended Identification is one of the following, provided the item is a photo ID:

- valid Indiana Driver's License
- valid Indiana State Identification
- valid U.S. or other Government issued Identification (e.g., passport, military identification, permanent resident card issued by Department of Homeland Security or Immigration Services)
- valid identification issued by another State (e.g., Driver's License)
- valid current university or college identification (e.g., Student identification)

If the presented Recommended Identification does not display a current address located within the library district, the applicant must also present one item from the Recommended List to establish residency. The ID presented from the Recommended List must include a current address:

- valid voter registration card
- computer generated bank statement issued in applicant's name within the last 30 days
- computer generated utility, credit card company, doctor or hospital bill, issued in applicant's name within the last 30 days and containing address of residence
- Medicaid or Medicare benefit statement issued in the applicant's name within the last 30 days
- Change-of-address confirmation from the United States Postal Service showing prior and current address of residence (a P.O. Box is not acceptable as a residence address)
- apartment lease signed within the last 30 days
- property tax receipt issued in applicant's name

In order to verify address, member libraries may choose to accept other forms of identification to establish current address and/or to mail the library cards to the patron. Transitional patrons must submit a completed sponsor form in place of traditional proof of residency.

Parent or guardian identification information should be presented and entered into the patron record when creating the minor's record. The minor's identification ( *i.e.*, driver's license) may be entered under "other" but it is not sufficient for the issuance of an Evergreen Indiana library card.

## ISSUING THE EVERGREEN INDIANA CARD

Upon receipt of their card, Patrons should be reminded that:

- An Evergreen Indiana library card is not transferable to another user.
- Reciprocal Borrower and Student card holder privileges are limited to the library issuing the card
- Signing and/or taking receipt of an Evergreen Indiana library card denotes acceptance of responsibility for all fines and fees and for payment for lost or damaged materials.
- Registering a minor child for an Evergreen Indiana library card denotes acceptance of responsibility for all fees, fines and payment for lost or damaged materials charged on such minor's library card.
- Registering a minor child with the profile "limited access" does not ensure that the minor will not access "r-rated" materials.
- It is advisable to contact the library to report a lost or stolen library card.

## PATRON ACCOUNT MANAGEMENT

### MY ACCOUNT

Library patrons will be given a PIN upon registering for an Evergreen Indiana library card. PINs may only be given in person at an Evergreen Indiana Library upon presentation of appropriate identification. PINs may not be obtained via telephone or email.

At their first use of the *My Account* feature of the OPAC, it is recommended that patrons change the PIN to a minimum 7-character password. Patrons may also choose to select a user name to use in place of the library card barcode when accessing *My Account*. User names must be unique within the Evergreen Indiana system. Patrons may change user name, password, and email address with *My Account* at any time.

### REPLACEMENT CARD

The procedures for issuing a replacement library card are the same as the issuance of the original library card. *See above* "How to Issue an Evergreen Indiana Library Card" for application procedure and identification requirements. There is a \$2 fee for a replacement card that can be paid immediately or billed later depending on local library policy.

### COLLECTIONS: EXEMPT PATRON

All member libraries are entitled to seek recompense for their materials when lost and/or damaged by a patron regardless of the patron's home library. The "Collections: Exempt" switch may be activated for patrons who exclusively access the collection of their home library (i.e., reciprocal borrower or student). Patrons borrowing materials from other libraries may be referred to a collections agency by the owning library in the case of lost or damaged items and may not have the "Collections: Exempt" switch activated. Exempt patrons are, by default, not accessible by the collections agency's search protocol.

Libraries should place an alert on patron accounts for whom extenuating circumstances would suggest alternate forms of recovery should be pursued. Libraries pursuing collections against another library's patrons should review affected patron accounts for such notes and give appropriate consideration prior to submission to Unique Management or any other collections agency.

### PATRON RECORD MODIFICATION

Patrons changing their home library designations will be asked to provide identification and proof of current address. Proof of current address may be satisfied by the presentation of Proper Identification and if necessary, one item from the Approved List of identification which displays a current address.

Staff at member libraries should refrain from modifying a patron record of another member library if the patron does not present his or her Evergreen Indiana library card.

### UPDATING EXPIRED PATRON ACCOUNTS

Staff members at all Evergreen Indiana libraries can renew expired Resident patron accounts if the patron's ID matches the Evergreen Indiana account information and the patron account is in good standing. All other patron accounts (non-resident, reciprocal borrower, student) can only be renewed at the patron's home library. Renewing patrons with outstanding bills

must bring the balance owed on account under \$10 prior to privilege renewal; payment may be made at any Evergreen Indiana library.

Staff members choosing to update a resident patron account at a different library than the patron's home library should create an alert in the patron's account to notify the patron's home library with the following text: *Patron account was updated at [name of staff member's library] on [date].*

## MERGING OF PATRON RECORDS

Duplicate patron records (*i.e.*, two accounts for the same individual) should be merged to create one record. If one or more of the accounts are not at the same library, both (or all) member libraries must consent to the merging of the records. A joint request to merge the records should be sent to tech support to accomplish the action. See [Appendix B](#) for further instructions. Multiple accounts at the same library may be merged by the library. Prior to sending the multi-library merge request or executing the merge at the local library level, all current identification and address information should be transferred to the record that will be the resulting record. If multiple libraries may have a local agreement on merging patrons, they don't need individual approval on each patron in the merge request.

[A note should be placed on the accounts indicating that the accounts have been merged. The note should include a statement as to the reason for and date of the merge, the resulting card and identify the staff person that approved the merge. For example, "Account 934560000045 was merged into account 9989000008769 on March 10, 2010 because the patron had two Evergreen cards. MJS, at Smithville Library."]

## PATRON CONFIDENTIALITY

No Evergreen Indiana member library should release any information about a patron record without reviewing and confirming compliance with the Evergreen Indiana Patron Record Confidentiality Policy. This includes "in-person" and "telephone" requests by a patron with respect to his or her personal library record or the library record of a minor.

## PURGING OF INACTIVE PATRON RECORDS

On expiry of patron privilege, patron accounts will be automatically marked inactive. If the patron does not renew his/her privilege within one (1) year of being marked inactive and the account reflects no fines or fees, items checked out or claims returned activity, it will be purged. Inactive accounts not meeting these criteria will be retained indefinitely or until the patron clears his/her fines and/or losses.

## EVERGREEN INDIANA PATRON MOVES TO ANOTHER EVERGREEN INDIANA LIBRARY SYSTEM

If the patron moves from one Evergreen Indiana library system to another, issue a new card to that patron and, change the home library of the patron from the old library system to the new library system when you update identification, address, email and telephone information in the patron record. The patron will now be included in reports of all patrons registered in the new home library system. A patron should be encouraged to pay all fines and fees prior to moving his or her account to a new library district.

Patrons changing their home library designations will be asked to provide identification and proof of current address. Proof of current address may be satisfied by the presentation of Proper Identification and one item from the Approved List of Identification which displays a current address.

## NEW ADULT "CLEAN SLATE" PROCEDURE

Member libraries may opt to create new accounts for young cardholders on their attainment of majority (turning 18 or legal decree of emancipation) where the existing account has outstanding bills owed that are the legal responsibility of the co-signing parent or guardian. If the young cardholder does not have any active fines or fees on his/her existing account, the patron ID should be updated to reflect that of the cardholder rather than creating a new account. An existing account with applicable bills should be merged with that of the formerly responsible parent or guardian. In the event that the juvenile account and/or the parent/guardian account is in collections and ineligible for merging, you may update the existing juvenile account with the parent's information to reflect accurate liability for posted bills and annotate both accounts for attention once the bills have been addressed.

### Steps:

Open up cardholder's account and review the account status.

- If there are no bills, update the existing account with the new adult's information (ID number, contact information, etc.)
- If there are bills, you may:
  - Use the listed Parent/Guardian information to locate the heretofore responsible adult, and merge the former juvenile's card onto the account of that adult. Create a note explaining the reason for the merge. You may choose to separately notify the responsible adult of the merge.

OR

- If the listed Parent/Guardian does not have an account in the system, but their information is contained on the record:
  - Update the name on the account to that listed in the Parent/Guardian field.
  - Remove the juvenile's DOB and the Parent/Guardian entry.
  - Create a note explaining the reassignment. You may choose to separately notify the responsible adult of the reassignment.

OR

- If there is no listed Parent/Guardian, the library may choose to forgive locally levied circulation fines and should update the account with the new adult's complete information. The remaining lost/damaged fees become the responsibility of the new adult.



## BORROWING PRIVILEGES

A patron must present a card in good standing to borrow materials. Any and all accounts linked to the patron may be reviewed to determine whether they are in good standing. A digital replica of the library card is also an appropriate form of identification for a patron to check out materials. If a library staff member questions the digital replica, staff have the right to ask the patron for a photo I.D. A patron's card will be blocked, and no services may be obtained with it if the patron has 15 or more overdue items, or owes \$10 or more in unpaid fines and/or fees. Outreach patrons will not be blocked until they have 50 or more items overdue.

Delinquent borrowers who have not reached these limits may still borrow materials; the system operator will be notified that the patron is delinquent. The number of overdue materials and/or amount of fines/fees that will result in a patron being "blocked" is calculated at the consortium level and not at the library level.

The staff client displays patrons in good standing in "green." Patron accounts displayed in "orange" indicates there are fines or overdues and a "purple" display indicates that the patron has hit the fine or overdue threshold and is now blocked. Barred patrons display in "red." "Turquoise" indicates that there is a message on the account. "Gray" indicates that the patron account is expired. "Black" indicates that the patron account is inactive.

## CHECK-OUT

### LOSS OF PRIVILEGES

A patron's access to materials may be limited due to overdue materials or fines and fees. "Blocked" and "Barred" are the two limitations that may be attached to a patron's record.

#### USER BLOCKED

If a patron's record is blocked due to overdue materials or fines and fees, a **PATRON EXCEEDS FINES** message will appear upon attempting a checkout. Selected staff will have the authority to override fines and fees. One staff override per check-out session is required. The number of overdue materials and/or amount of fines and fees that will result in a patron being "blocked" is calculated at the consortium level and not at the library level. A patron's record will remain blocked until the fines and fee balance on the account is less than \$10.00. A patron's card may be "blocked" if related group or family member cards are "blocked."

#### USER BARRED

**BARRED** is a status that is manually set by library staff. It is Evergreen Indiana Library policy that only the library that barred the patron can unbar said patron. If a barred patron presents items for checkout at another library, he or she should be directed to contact the "barring" library to resolve his or her status and restore his or her privileges.

Each Library Director or designee shall decide the circumstances under which a patron may be barred. This status should be reserved for serious offenses, such as theft of or malicious damage to library materials.

### FINES/FEES

To encourage the prompt return of materials, the Evergreen Indiana libraries have established a schedule of fines and fees. Overdue materials incur fines of 25¢ per day per item; equipment may incur fines of \$5 per day per item. Patrons may pay all or a portion of the outstanding fees and fines on the library account. If patron chooses to use the online credit card payment option, the patron must pay all fines and fees owed on the account.

Evergreen Indiana grants a one-day grace period, so that materials returned one day after the due date will not accrue a fine. Once the one-day grace period has passed, fines *will include the charge for the grace day*. For example, an item which has a 25¢ a day fine that is returned three days after its due date will have a 75¢ fine due. There is a \$10.00 fine cap per item or the cost of the item, whichever is less. Equipment has a fine cap of \$225 or the cost of the item, whichever is less.

### OVERDUE NOTICES

Overdue notices are sent as a courtesy from the Evergreen Indiana Libraries. Failure to receive notices does not exempt patrons from the responsibility for payment for library materials or overdue fines and fees.

Patrons who provide an email address will receive an email notice three days before their materials are due and an email notice on the day their materials are due.

Overdue notices are generated for each library. The print notices are made available to the library via a unique URL. Each member library must access the URL and review the print notice PDF. The library should then mail the print notices. Print notices are not generated and mailed by the consortium. To access the print notices: type in the following URL:

<https://evergreen.lib.in.us/notices/xxxx/index.html>

(Substitute the xxxx with your library's short name abbreviation, e.g., Greenwood Public Library would use GWPLG.)

The following screen will display:



Please log in to view this report

Username or barcode:

Password:

Log in

Enter your Evergreen log in and password (e.g., local admin or circ log-in).

The following screen will display with a link for each day. Click on the link and the PDF will display. Please note that notices are automatically deleted after 30 days.

## Greenwood County Printable Overdue Notices

- [gwplg-45day-2010-04-16.pdf](#)
- [gwplg-45day-2010-04-18.pdf](#)
- [gwplg-45day-2010-04-19.pdf](#)
- [gwplg-90ormoreday-2010-04-15.pdf](#)
- [gwplg-90ormoreday-2010-04-17.pdf](#)
- [gwplg-overdue-2010-03-20.pdf](#)
- [gwplg-overdue-2010-03-21.pdf](#)
- [gwplg-overdue-2010-03-22.pdf](#)
- [gwplg-overdue-2010-03-23.pdf](#)
- [gwplg-overdue-2010-03-24.pdf](#)
- [gwplg-overdue-2010-03-25.pdf](#)
- [gwplg-overdue-2010-03-26.pdf](#)
- [gwplg-overdue-2010-03-27.pdf](#)
- [gwplg-overdue-2010-03-28.pdf](#)
- [gwplg-overdue-2010-03-29.pdf](#)
- [gwplg-overdue-2010-03-30.pdf](#)
- [gwplg-overdue-2010-03-31.pdf](#)
- [gwplg-overdue-2010-04-01.pdf](#)

A first overdue notice will be generated and can be sent via email or U.S. First Class mail 14 days after the due date. A second overdue notice will be generated and can be sent via U.S. First Class mail 28 days after the due date.

The final notice, which declares the items “Lost” and assesses the replacement cost of the overdue materials and related costs, including processing and collection costs, will be generated and can be sent via U.S. First Class mail 45 days after the due date.

## CHECK-IN

### CHECK-IN

When checking in materials, it is **VERY IMPORTANT** to watch the screen as each barcode is scanned to be sure the scan is registering and to be aware of on-screen messages and directions.

Messages directing the operator to send items to another location or library, or directions for items on hold are visually displayed on the screen at check-in, and audible alerts will assist the operator in noticing important messages.

Returned materials which are owned by other Evergreen Indiana libraries are to be promptly returned via Evergreen Indiana's InfoExpress.

### LOST ITEMS

A patron may inform library staff that an item is "Lost." The price of the item and any outstanding fines and fees, plus a processing fee per item, will be assessed to the patron's card. On issuance of the 45-day notice or declaration of loss or damage, the associated circulation fees are reassigned to the owning library. The item should be marked "Lost" by the owning library. In the event, the circulating library is not the owning library, the circulating library should inform the owning library that the item is "lost" to stop additional fines from accruing and to enable the owning library to begin collecting for the lost materials.

Items marked lost may be paid for at any Evergreen Indiana library. If the lost item is not owned by the library at which it was turned in, and the patron would like to pay for the item, the owning library should be contacted to confirm the price, all associated fees, and acceptance policy before payment is accepted. The price of the item (found in the item record) and any outstanding fines and fees, plus the applicable processing fee will be assessed to the patron's record upon declaration that the item is "LOST." Encourage patrons to notify the library that the item is "Lost" to stop additional overdue fines from accruing.

If an item marked Lost is returned to the non-owning library, the item should be checked-in and transited back to the owning library. The system will not automatically delete fines and fees upon checking in a returned lost item. When the owning library receives the item, they can decide based on local policy what to do with the item and associated lost fees.

Some Evergreen Indiana Libraries have contracted with third party vendors for collection services. A fee for third party collection services may be added to a lost item record, and will be listed with a bill reason of "Referral." It is advisable to direct patrons whose accounts have been turned over to such third party vendors for collection to the referring library, to ensure that all accounts are accurately cleared and fees and fines settled.

No refund will be given to a patron for a "Lost" item for which a patron has paid. Fines, fees and third party collection fees are not refundable.

Records of lost materials should not be deleted from the system until six months after the 45 day notice is sent. If an item is not recovered six months after the 45 day notice is sent to a patron, library staff may delete the record from the Evergreen Indiana catalog.

### DAMAGED ITEMS

Library staff may note or a patron may inform library staff that an item is "Damaged." The owning library should be contacted to determine how to assess the patron for damage.

## CLAIMS RETURNED

If a patron claims to have returned materials that Evergreen Indiana still shows as checked out, the material may be marked with a "Claims Returned" date by the owning library only. Overdue fines stop accruing as of the date entered in the "Claims Returned" field. A user may have up to three (3) Claims Returned items on his or her record at any time. The number of Claims Returned items is calculated at the consortium level. Only the owning library may mark the item as "Claimed Returned." The circulating library must contact the owning library of the item to inform them that a patron claimed to return the item. The circulating library cannot mark an item they do not own as claims returned. The owning library is encouraged to periodically revisit items marked "Claims Returned" and resolve the issue with the patron. A hold on an item marked "Claims Returned" should be retargeted.

## RENEWALS

Renewal requests may be made in person, online or by phone. Patrons may also renew their items via the online catalog "My Account" feature. When patrons renew their items online, the circulating library remains the library of record for the circulation and billing processes and reporting.

Certain categories of materials are not eligible for renewal. If a "Hold" has been placed on an item, it may not be renewed. Selected staff will have the authority to force the renewal in special circumstances.

## BOOKDROP CHECK-IN

When checking in items from the book drop each morning, staff should set the Effective Date to reflect the previous day's date. Other dates may be selected if the library has been closed; however, the system will not accept a future date.

## TRANSITS

### ***INTRA-EVERGREEN INDIANA LENDING***

If a patron from Library A wishes to borrow an item from Library B, the patron or staff from Library A will place a hold on the item, specifying Library A as the pickup location. Library B will receive a report of items with pending holds; Library B will then pull the listed items and capture the existing holds. The screen will instruct staff to route the item to Library A to fill a hold, and the item will be put into transit to Library A.

When Library A receives the item, the item will be scanned and placed on the holds shelf for pickup. Once the item is scanned at the pickup location, a holds notice via email will be generated or staff will be prompted to telephone the user with a holds notification.

The Holds report should be retrieved and processed promptly each morning at each Evergreen Indiana Library. Items listed should be pulled from the shelf, packaged and processed within 24 hours. The holds list is regenerated every 15 minutes to ensure that the list is fresh whenever a library retrieves it during the day. Holds that are not processed within 24 hours should be re-targeted to another library if possible.

In the event the item pulled to fill a hold is older or damaged, the library filling the hold is advised to consult with and inform the library requesting the hold that the item is in less than desirable condition. The requesting library may then make the decision to have the hold filled, retargeted or cancelled.

Borrowed items should be sent back to the owning library or on to the next Evergreen Indiana Library to fill a hold in a prompt manner. Patrons may return any borrowed item to any member library for transit back to the owning library.

## PROPER INTRA-EVERGREEN INDIANA TRANSIT PROCEDURES

The following transit procedures are to be followed:

A transit receipt must be printed out by the library filling the hold and/or by the library checking-in the item for return to the owning library.

The transit receipt should be placed inside the front cover and first page of the item. Do not tape, paper clip or otherwise attach the transit receipt to the item.

Magazines should be transited in envelopes of the appropriate size to protect the item.

Items should be appropriately packaged to protect them from damage while in transit. Libraries are encouraged to re-use/recycle envelopes and other packaging material to protect items. For example, audio books should be wrapped in multiple layers of newspaper or bubble wrap. DVDs and Blu-rays should be transited in the shipping cases provided by the consortium or other reinforced boxes to reduce damage.

Multiple part items such as "kits" or "realia" should transit with an inventory detailing all the parts. The inventory should include a list of all parts and the barcode. The transiting and receiving libraries should review and confirm all parts are sent and received. The inventory should be checked again when it is returned by the patron and before the item is checked-in. No item should be checked-in if a part is missing. The patron should be informed of any missing parts. The inventory list should be checked again when the item is prepared for transiting back to the owning library and again upon receipt at the owning library.

## INTRA-EVERGREEN INDIANA LENDING CIRCULATION PERIODS AND COSTS

Materials will retain the circulation period assigned by the owning library regardless of whether the patron is local or from another Evergreen Indiana library. When thinking of Intra-Evergreen Indiana lending, it is important to remember that an Evergreen Indiana patron is a patron exactly like your local patron. Intra-Evergreen Indiana Lending loans are *not* Inter-Library Loans (ILL) – they are simply circulations like any other.

## ILL

### INTERLIBRARY LOAN LENDING

Reciprocal Borrower and Student user profiles have access only to the member library issuing the Reciprocal Borrower or Student card. The member library may request items for these patrons from the other member libraries via traditional Interlibrary Loan. An item may not be requested via the hold/transit Intra-Evergreen lending process. The item must be requested and processed by the member library making the request and the member library filling the request via Interlibrary Loan using the procedures set out in the Indiana Library Resource Sharing Manual.

Interlibrary loans from non-Evergreen libraries are circulated using pre-cat. Patrons and staff are renewing the "pre-cat" ILL items when such items should not be renewed. To provide a reminder, modify the item's title when entering the pre-cat record to include "ILL-No Renewals" as part of the title. In addition, when you check out the item to the patron, immediately renew it with the same due date to set the possible renewals to "0". The procedure also has the benefit of providing two visual clues to staff and patrons that the item is not

renewable. It may also be helpful to verbally remind the patron when the item is picked up that it is not renewable.

Example, item is "Blue Smoke" by Nora Roberts. In the pre-cat title entry, insert "Blue Smoke (ILL-No Renewal)" as the title of the item. Renew the item when the item is checked out to the patron to set the renewal limit to "0."

## HOLDS

### HOLDS AND INTRA-EVERGREEN INDIANA LENDING

Holds may be placed on most items in any Evergreen Indiana library (see list of exceptions below). If a patron presents the on-hold item for checkout before it is retrieved for the requesting hold patron, the in-house patron with item in hand receives preference; a circulation supervisor will override the hold and check out the item to the in-house patron. The requesting hold patron will remain in line for the item.

Patrons will have one week after the hold is filled to pick up the held item. Some Evergreen Indiana libraries may impose a fee for failure to pick up the held item.

Patrons may have 20 unfilled holds in the system. Evergreen deletes unfilled holds older than nine (9) months old.

Patrons whose Evergreen Indiana cards are "blocked" or "barred" will not be allowed to place holds until their card privileges are restored.

Evergreen Indiana does not allow holds to be placed on the following items by any patron:

- Reference materials
- Bestsellers with the no-hold designation

Evergreen Indiana does not allow Evergreen Indiana library patrons to place holds that would generate Intra-Evergreen Indiana loans on the following item categories:

- Art
- Bestsellers
- CDs
- Equipment
- ILL
- Kits
- Media
- New books
- New videodiscs
- Realia
- Software
- Software - Gaming
- Videocassettes

These items *may* be borrowed by any Evergreen Indiana library card holder who has privileges at the owning library. The item must be checked out at the owning library. The patron may return such materials to any Evergreen Indiana library for transit to the owning library.

In addition, a library may place a six-month age protection on new items. Local patrons may place holds on such items. This means that non-local patrons may place holds but the holds will not be filled until the six-month age protection expires. Non-local patrons are allowed place a hold on an age protected item if they designate the owning library as the pickup library.

For other item types, a title-level hold will find the first available copy of the title in Evergreen Indiana to fill the hold. The Holds report will first look for an available copy in the patron's pickup library, then in the pickup library's system; if no copy is available, it will then select a copy from another Evergreen Indiana library.

Patrons may place their own holds via the OPAC, and may select their pickup location and notification method. The software will refuse holds requests which do not conform to Evergreen Indiana policies (*e.g.*, an attempt by a Reciprocal Borrower to place a hold on an item not owned by the library issuing his or her card). Patrons may choose any pickup location for holds.

## PATRON AUTHORIZATION OF A DESIGNEE TO PICK UP HOLDS

The Evergreen Indiana patron placing the hold is the only individual who may pick up the item when it arrives at the pickup location. A member library may choose to establish procedures allowing someone other than the card holder to pick up holds. Such procedures should include prior authorization by the patron and proper record keeping in the patron's record. All member libraries should honor a patron's request to allow a designee to pick up holds.

Suggested implementation steps include:

- Document the contact of the library by the patron in the patron's account. For example, an alert on the Evergreen Indiana patron's record indicating that he or she has contacted the library, the date, the identification of the designee and authorization that the hold may be picked up by a designee.
- Procedures are agreed upon by the patron and the library and detailed in an alert in the patron's account. For example, the designee must present the patron's card to pick up the held item.
- The designee may not check out any materials other than the held item on the patron's card.
- Patrons authorizing a designee to pick up an item are responsible for all items checked out by the designee.

## HOLDABLE AND UNHOLDABLE STATUS

The following sets forth the status and hold/unholdable relationship:

Holdable: Available; Checked Out; Claims Returned; In Process; In Transit; On Display; On Hold Shelf; On Order; Mending and Reshelving.

Not Holdable: Bindery; Cataloging; Damaged; Discard/Weed; ILL; Long Overdue; Lost; Missing; Reserves; Temporarily Unavailable.

## BOOK CLUBS PROCEDURE

If your library offers services to book club groups by requesting materials from other Evergreen Indiana libraries, the following guidelines represent best practices:

Whenever possible, book club holds should be placed directly on your patrons' cards.

If you provide this service to users ineligible for consortium access, you may create an internal user with an "Outreach" profile to bring materials to your library. On receipt, these materials must be checked out, either to the library's book club outreach card, or with an override (for reciprocal borrowers). If you practice paper circulation with book clubs, be sure to enter the renewals on your book club outreach card as appropriate. If no outstanding holds exist, or you have requested and received the permission of the owning library, you may input a manual due date during the initial circulation of 6 weeks.



While selecting titles for your book club, be considerate of the impact your choice may have consortium-wide. Consider purchasing extra copies locally to supplement available materials if your club has selected a high-demand title. Do not retain materials past the circulation period set by the owning library if there are outstanding community holds.

## LOST ITEMS

While Circulating libraries may collect or forgive overdue fines on transited items, only owning libraries mark an item Lost, Damaged or Claims Returned in the system. The owning library decides to collect or forgive Lost and Damaged fees on transited items. A library staff member at the circulating library must inform the owning library that the item has been reported as Lost, Damaged or Claims Returned.

It is the owning library's decision to what they will do with Lost items that are returned and associated Lost fees. Lost fines and fees will not be automatically deleted from the patron account upon check in of a lost item. The Owing Library may then forgive Lost fees if they choose. Fees paid for Lost Item will not be refunded if the item is later found.

## APPENDIX A: EVERGREEN INDIANA PATRON MATRIX

<b>User</b>	<b>Expiration Date</b>	<b>Max Items Out</b>	<b>Max Holds</b>	<b>Fine/Fee Threshold</b>	<b>Overdue Threshold</b>	<b>Notes</b>
<i>Full access to consortium</i>						
<b>Resident</b>	2 years	100	20	\$10.00	15	
<b>Resident-Limited Access</b>	2 years	100	20	\$10.00	15	No rated R/M audiovisual materials*
<b>NonResident</b>	1 year	100	20	\$10.00	15	
<b>NonResident-Limited Access</b>	1 year	100	20	\$10.00	15	No rated R/M audiovisual materials*
<b>Outreach</b>	2 years	100	50	\$10.00	15	Circulation fine-free
<b>PLAC</b>	1 year	100	20	\$10.00	15	
<b>PLAC-Limited Access</b>	1 year	100	20	\$10.00	15	No rated R/M audiovisual materials*
<b>StaffCard</b>	2 years	100	20	\$10.00	15	For active staff members only; fine-free profile.
<b>Temp</b>	1 year	100	20	\$10.00	15	Eligible for resident status, but declares a known date after which no longer a resident.
<i>Access to limited to the EI library issuing the card</i>						
<b>Reciprocal Borrower</b>	1 year	100	20	\$10.00	15	
<b>Reciprocal Borrower-Limited Access</b>	1 year	100	20	\$10.00	15	No rated R/M audiovisual materials*
<b>Student</b>	1 year	100	20	\$10.00	15	Educational profile for non-resident students and teachers.
<b>Student-Limited Access</b>	1 year	100	20	\$10.00	15	Educational profile for non-resident students and teachers.; no rated R/M audiovisual materials*
<b>Transitional</b>	3 months	3	3	\$10.00	3	Sponsor required
<b>Computer Usage</b>	1 year	N/A	N/A	N/A	N/A	Computer use only; No check out

\*Rated R/M audiovisual materials must be cataloged with a rated R/M circ modifier in order for this policy to be enforced by Evergreen.

*Last Updated by the Evergreen Indiana Executive Committee: March 31, 2016*

## APPENDIX B: PATRON MERGE FORM

In the first blank, place the barcode which identifies the account which should be merged. In the second blank, enter the barcode of the account which should be retained. For the home library, please give the shortname of the library for which the lead account is valid. The requesting staff member is the staff person entering the request on behalf of his/her library. The consenting staff member has provided permission for their account to be merged into the lead account. Please provide names, library shortname, email addresses, and phone in case we need to follow up. If patron has more than 2 accounts which need to be merged, please create entries on a new line for each account which should be merged. **Submit completed form to the Helpdesk.**

<i>Merged Account</i>	<i>Lead Account</i>	<i>Patron Name</i>	<i>Home Library</i>	<i>Requesting staff member</i>	<i>Consenting staff member</i>
12345678901234	98765432109876	Jon Li	ABCPLD	Jane Smith ABCPL <a href="mailto:jane@library.com">jane@library.com</a> 317-555-1234	Maria Ruiz XYZPL <a href="mailto:mruiz@public.org">mruiz@public.org</a> 812-555-6789

## APPENDIX C: EVERGREEN INDIANA CIRCULATION MATRIX

Circ Modifier	Check out Limits	Circulation Durations			Renewals	Fine Levels			Holds & Transits	
		Default (normal)	Option 1 (short)	Option 2 (long)	Renewal Count	Normal	Low	High	Holdable?	Transitable outside owning library system?
art	6	3 months	3 months	3 months	1	\$0.25	\$0.25	\$0.25	Y	N
audiobook		21 days	7 days	14 days	2	\$0.25	\$0.25	\$0.25	Y	Y
audiobook new*		14 days	7 days	21 days	1	\$0.25	\$0.25	\$0.25	Y	N
bestseller		7 days	14 days	21 days	0	\$0.25	\$0.25	\$0.25	Y	N
bestseller no hold		7 days	14 days	21 days	0	\$0.25	\$0.25	\$0.25	N	N
book		21 days	21 days	21 days	2	\$0.25	\$0.25	\$0.25	Y	Y
book new*		14 days	7 days	21 days	1	\$0.25	\$0.25	\$0.25	Y	N
cd-music		14 days	7 days	21 days	1	\$0.25	\$0.25	\$0.25	Y	N
cd-music limited	10	14 days	7 days	21 days	1	\$0.25	\$0.25	\$0.25	Y	N
dvd new*	10	7 days	3 days	14 days	0	\$0.25	\$0.25	\$0.25	Y	N
dvd new r-rated*	10	7 days	3 days	14 days	0	\$0.25	\$0.25	\$0.25	Y	N
dvd	10	7 days	14 days	21 days	1	\$0.25	\$0.25	\$0.25	Y	N
dvd r-rated	10	7 days	14 days	21 days	1	\$0.25	\$0.25	\$0.25	Y	N
equipment **	5	7 days	1 day	3 days	1	\$2.00	\$0.25	\$5.00	Y	N
e-resource		28 days	14 days	21 days	1	\$0.25	\$0.25	\$0.25	N/A	N/A
ereader	2	14 days	7 days	21 days	1	\$2.00	\$0.25	\$5.00	Y	N
government document		28 days	14 days	21 days	1	\$0.25	\$0.25	\$0.25	Y	Y
ILL	N/A	N/A	N/A	N/A	0	\$0.25	\$0.25	\$0.25	N/A	N/A
kit		21 days	7 days	14 days	1	\$0.25	\$0.25	\$0.25	Y	N
media		21 days	7 days	14 days	1	\$0.25	\$0.25	\$0.25	Y	N
music (sheet)		21 days	7 days	14 days	1	\$0.25	\$0.25	\$0.25	Y	Y
realia		21 days	7 days	14 days	1	\$0.25	\$0.25	\$0.25	Y	N
reference	N/A	N/A	N/A	N/A	0	\$0.25	\$0.25	\$0.25	N	N
serial		7 days	14 days	21 days	1	\$0.25	\$0.25	\$0.25	Y	Y
software		7 days	14 days	21 days	1	\$0.25	\$0.25	\$0.25	Y	N
software gaming	2	7 days	14 days	21 days	1	\$0.25	\$0.25	\$0.25	Y	N
software gaming new*	2	7 days	3 days	14 days	0	\$0.25	\$0.25	\$0.25	Y	N
software gaming m-rated	2	7 days	14 days	21 days	1	\$0.25	\$0.25	\$0.25	Y	N
software gaming m-rated new*	2	7 days	3 days	14 days	0	\$0.25	\$0.25	\$0.25	Y	N
special collection		7 days	3 days	14 days	0	\$0.25	\$0.25	\$1.00	Y	N
transiting videodisc	10	7 days	7 days	7 days	1	\$0.25	\$0.25	\$0.25	Y	Y
transiting videodisc new*	10	7 days	3 days	14 days	0	\$0.25	\$0.25	\$0.25	Y	N
transiting videodisc r-rated	10	7 days	7 days	7 days	1	\$0.25	\$0.25	\$0.25	Y	Y
transiting videodisc r-rated new*	10	7 days	3 days	14 days	0	\$0.25	\$0.25	\$0.25	Y	N
video	10	7 days	14 days	21 days	1	\$0.25	\$0.25	\$0.25	Y	N
video r-rated	10	7 days	14 days	21 days	1	\$0.25	\$0.25	\$0.25	Y	N

*\*Good for the first 12 months an item is owned. / \*\*Ineligible for a grace day.*

**Last Updated by the Evergreen Indiana Executive Committee: October 11, 2016**

## APPENDIX D: TRANSITIONAL PATRON SPONSOR FORM

Your Evergreen Indiana public library would like to assist members of the community without a permanent residence during their transitional period by offering access to their circulating collection. Until traditional proof of residency forms are available, we request that a sponsoring agency fill out this form on your behalf as proof of eligibility.

### SPONSOR INFORMATION

Organization: \_\_\_\_\_

Contact Name & Title: \_\_\_\_\_

Mailing Address: \_\_\_\_\_

Telephone Number: \_\_\_\_\_

E-mail Address: \_\_\_\_\_

I herewith verify that the person listed below is known to my organization as a resident of this library district without a permanent residence. I understand that as a sponsor, the library may contact me to assist with communications with the sponsored patron. I am not accepting any fiscal liability on my behalf or on behalf of my organization with this sponsorship.

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Date

### PATRON INFORMATION

Patron Name: \_\_\_\_\_

Mailing Address: \_\_\_\_\_

Telephone Number: \_\_\_\_\_

E-mail Address: \_\_\_\_\_

### TO BE FILLED OUT BY LIBRARY

Patron Barcode: \_\_\_\_\_

Expiry Date: \_\_\_\_\_

Sponsor confirmed:  Yes /  No    Date: \_\_\_\_\_    Staff Initials: \_\_\_\_\_

*The library reserves the right to verify and restrict who may serve as a sponsor for this program and may terminate the program at any time.*