

## UNIVERSITY CITY PUBLIC LIBRARY RULES OF SERVICE

The following rules of service for the University City Public Library have been adopted by the Board of Trustees. The rules govern eligibility for free borrowing privileges at the University City Public Library; the fees set for non-resident borrowers who are ineligible for free service; responsibilities of library card holders; circulation of library materials; fees for special library services; fines and fees related to overdue, lost, or damaged library materials; and the rules applying to interlibrary loan and reciprocal borrowing arrangements. This document was approved on March 10, 1994 and amended November 1999, June 2000, January 2003, November 2004, February 2010, December 2011, May 2013, January 2016, December 2016 and April 2017.

### I. Eligibility and registration for a library card:

- A. Resident cards: All persons residing in University City, MO are entitled to a resident card. Patrons under 17 years of age must have their applications signed by a parent or legal guardian. Children under 17 living in eligible residential facilities may be issued borrower cards if the institution agrees to pay for any fees incurred by the juvenile patron residing there.
- B. The following libraries are members of the Municipal Library Consortium of St. Louis County (MLC): Brentwood, Ferguson, Kirkwood, Maplewood, Richmond Heights, Rock Hill, University City, Valley Park and Webster Groves. These libraries share an automation system, patron database, and online catalog. A card from one of the MLC libraries is valid at all member libraries. A patron in good standing of one of these libraries may borrow books from another's collection. Residents of MLC municipalities other than University City must get their MLC cards through their home library.
- C. Non-residents who are entitled to a free borrower's card (some restrictions on services may apply – the card entitles the holder to *borrowing* privileges):
  - 1. Persons residing in the library districts of St. Louis City, St. Louis County, and the St. Charles City/County Library Systems.
  - 2. Persons not living in University City or one of the above districts but who:
    - i. Teach in University City schools
    - ii. Own property in University City
    - iii. Work for the City of University City
    - iv. Operate a business in University City

Property and business owners must show a current personal property tax receipt or business license.

- D. Paid non-resident cards: Non-residents other than those covered in the above categories may purchase a non-resident card for \$30.00 per year.

### II. Use of library cards

- A. Patrons may check out materials the same day that they receive their cards.
- B. A card-holder is responsible for all use of his or her card. Parents or legal guardians are

responsible for use of their minor children's cards.

- C. Patrons must present their card at time of check out. If a patron has forgotten his or her card, the staff will look up the patron's number and issue materials if the account is in good standing. Photo identification must be provided to look up an account.
- D. Patron cards will be replaced for \$1.00. Cards which are worn from use will be replaced without charge.
- E. Any unusual problems will be referred to the librarian in charge.

III. Circulation of library materials:

- A. There is no restriction on the number of books or magazines that may be checked out to a card-holder. These items are checked out for three weeks. Some restrictions in number and/or loan periods apply to non-book materials and items that have been requested by other patrons.
- B. Patrons may request items which are in the catalog but not currently available. Items placed on hold but which are owned by other member libraries of the Municipal Library Consortium of St. Louis County (MLC) can be delivered to the University City Public Library. Patrons may reserve no more than 75 items at one time. Items that have been requested by other patrons may not be renewed.
- C. Resident cardholders may request that the library purchase materials not owned by the library. Purchases are made at the discretion of the acquisitions staff, following the standards of the library's materials selection policy.
- D. All materials not requested by other patrons may be renewed. Items may be renewed three times. Materials may be renewed by phone, online, or in person.
- E. Reference books not in constant use may be available to circulate at the reference librarian's discretion. Materials in the Archives Collection may be used only with the assistance of a librarian; these materials do not circulate.
- F. "Vacation" loans: At the discretion of the library staff, materials may be issued for an extended period
- G. The current issue of a periodical does not circulate.
- H. Audio-visual (AV) materials: Limits on the number of AV items that a patron may check out at one time may be set by the Library administrative staff.

IV. Fines and fees for overdue, lost, or damaged materials.

- A. There is a one-day grace period on all items except interlibrary loan materials. Patrons are expected to pay fees and fines promptly and in full.

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- B. Adult materials are \$.20 per day per item. Juvenile materials are \$.10 per day per item. DVDs, both adult and juvenile titles are \$.20 a day. The maximum fine is \$5.00 per item.
- C. Fines are not charged after an item is reported lost if the item is paid for.
- D. Damaged or lost materials owned by University City Public or other MLC member library shall be billed at replacement cost plus a processing charge. If an item is lost and paid for, and is found and returned within 60 days of payment, the price of the item will be refunded, but not the processing fee.
- E. Interlibrary loan materials fines are \$0.25 per day, per item, with no grace day. Replacement costs for damaged or lost ILL items are determined by the lending institution, and may amount to many times the actual value of the item. The patron will be charged the replacement cost to lending library, plus \$25.00 fine.
- F. Any patron owing \$10.00 or more in fines and/or fees, or accruing fines is delinquent and borrowing privileges may be denied to that patron. Parents or legal guardians of minors whose accounts are delinquent may have their borrowing privileges suspended until the minor's fines and/or fees are resolved. Other accounts signed for by the parent or legal guardian may also be suspended until all accounts are in good standing.
- G. The "My First Library Card" is available for children under the age of 6. No fines will accrue if items are returned late, but parent or guardian is still responsible for lost or damaged materials. My First Library Card Holders can check out
  - Board books, Picture books, toddler books
  - Beginning readers, children's fiction and nonfiction
  - Juvenile audiobooks, book/CD kits, and juvenile CDs
- H. All outstanding fees and fines, no matter how small, must be paid if they have been on the patron's account for over six months.
- I. Patrons owing in excess of \$25.00 in fees and/or fines will be sent to the library's collection agency two weeks after a final bill is sent. An additional \$10.00 fee will be charged to the patron's card if the record has been referred to collection.
- J. Audio-visual items are circulated in protective cases. The replacement charge for lost or damaged cases is \$3.00.
- K. Requests will be held for pick up for five days.

### V. Reciprocal borrowing:

- A. Reciprocity agreements exist among the Municipal Library Consortium and the following library districts: St. Louis County Library, St. Louis Public Library, and the St. Charles

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City/County Library. MLC patrons may apply for cards at any of the reciprocating library districts. Each member library sets its own rules of service and circulation and the reciprocal borrower is governed by these rules when using a member library.

- B. Interlibrary loan: University City resident patrons needing an item not held by the University City Public Library or members of the MLC may request that the library borrow the item through interlibrary loan. The length of time that the borrowed material circulates is set by the lending institution. Patrons using an MLC card, or who do not live or own property or a business in University City, are not eligible for Interlibrary Loan service through UCPL.
- C. Info Pass: An "Info Pass" to a participating library of the St. Louis Regional Library Network may be issued to a cardholding resident who is unable to find the material he or she needs within the Municipal Library Consortium. Each SLRLN member library sets its own rules of service and circulation and the reciprocal borrower is governed by these rules when using a member library. "Info Passes" can be issued only by authorized reference personnel.
- D. Materials borrowed from other MLC libraries may be returned to and checked in at any member library and will be returned to the owning library by delivery service.

### VI. Forfeiture of library services:

Library services may be denied to any individual violating the posted rules of behavior or the Appropriate Use of the Library policy.

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