

## *CIRCULATION OF MATERIALS*

The Circulation Department's mandate is to circulate materials to all patrons within the Kwantlen Polytechnic University Coast Capital Savings Library system. Priority will be given to the borrowing needs of students, faculty, and staff before community borrowers. Circulation responsibilities include loaning materials to patrons, notifying patrons of overdue materials, creating bills for fines and replacement costs and issuing Smart Cards which serve as library cards and student/employee identification.

### **Loan Periods & Fines**

The purpose of Kwantlen loan regulations is to ensure maximum accessibility and sharing of library collections by all who need them. The library assigns loan periods, fines and item limits to particular materials in order to ensure equitable access for all users. Loan periods vary depending on the type of material and are delineated on the Library website. Fines are charged for overdue materials to encourage borrowers to return items on time. For the per item amount charged on the different types of material please refer to the Library website. Fines are calculated twenty four hours a day on the days the Library is open. Fines are not calculated for the days the Library is not open. Patrons are responsible for the return on time and in good condition of all items charged out or renewed in person or online. The due date is provided for all items borrowed and is the notice of the date by which items must be returned or renewed. The library sends notices about overdue items, recalls, fines, and lost charges via Kwantlen email. Unusual circumstances, which prevent the return of library materials on time, will be considered individually on a merit basis and will be referred to the Library resource technicians or circulation librarian for adjudication. Failure to return material, pay the replacement cost of a lost or damaged item or pay outstanding fines may result in the loss of library privileges and, for students, the withholding of transcripts, diplomas, certificates or citations. It may also interfere with registering for courses. It is the patron's responsibility to ensure the Library has a current address and/or email address on file. If patrons fail to meet their responsibilities, library services may be terminated at the discretion of the university librarian.

## Smart Cards

The Circulation Department is responsible for issuing library borrower cards according to Policy E.16 Identification Cards. The Kwantlen Smart Card:

- Serves as a student/employee identification card
- Must be presented in order to borrow library materials and equipment
- Can be loaded with cash value for photocopying and printing
- Has no expiry sticker, the card is permanent and is updated online each semester

Smart Cards are issued in the Library at the Checkout Counter. Photo identification is required to get a Smart Card. Patrons are responsible for all materials charged out on their cards and for reporting lost or stolen cards immediately to the Library checkout counter. By applying for a Kwantlen Smart Card, patrons agree to familiarize themselves with and abide by library regulations. The first Smart Card is issued free of charge and is a permanent card. There may be a charge of \$5.00 for replacement of a lost card.

Library privileges vary depending on the type of library card and are detailed on the Library website under the Students, Faculty or Visitors' links. The following are eligible for Smart Cards:

- **Full and part time students:** are eligible for a free Smart Card that can be obtained at any campus library location during library open hours.
- **Distance Education Students:** may apply for a Kwantlen Smart Card in person or apply for a paper copy online using the Distance Learner Services Registration form. This paper card will be sent via mail. Check under the students link for more information.
- **Alumni:** All students who have achieved a degree, diploma, certificate or citation may receive a free alumni card upon request at any campus library. Borrowing privileges are detailed on the Library website under the Students section.
- **Board of Governors:** Library cards are issued free of charge to all members of the Board of Governors with the same privileges as employee cards and are valid for the duration of their service.
- **Kwantlen Employees:** Library Smart Cards are issued free of charge to all faculty and staff and are valid for the duration of employment. Employee status will be verified through the Banner registration system or the Human Resources Department. Employees are responsible for returning all library material at termination of employment.

- **Retired Kwantlen Employees:** see the section ‘Library Privileges for Retired Employees’ in this manual or check the Library website under the Faculty link.
- **Community Borrowers:** Members of the public may purchase a library card for a fee of \$20 for four months at any campus library. Borrowing privileges are detailed on the Library website under the Visitors’ section. Some exceptions to this charge may apply.

## Appeals

The library recognizes that from time to time a student may be dissatisfied with a procedure or a decision made by a library employee and may wish to request reconsideration. The procedures outlined in Policy C.6 Complaints About Instruction, Services, Employees, Students, or University Policies will be followed. Patrons may request reconsideration of fines charged to them. These requests will be dealt with by the Library resources technician or the circulation librarian. If no resolution is reached, the request is taken to the University librarian. If a resolution is not reached at this stage, patrons may request reconsideration of the decision using the procedures set out in Kwantlen Polytechnic University Bylaws and Policies. Students may view their personal library records at any time and may wish to do so when requesting reconsideration of a decision or fine. Policy E.20 Freedom of Information and Protection of Privacy as well as Policy C.4 Confidentiality of Student Records/Files will be adhered to regarding library records for the purpose of resolving appeals.