
Policy Title:	UCW Library Circulation Policy		
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Policy Statement

This policy sets out the regulations regarding the loan of University Canada West (UCW) Library items.

Purpose

The purpose of the Library Circulation Policy is to ensure maximum accessibility to the items in the UCW's Library collection by striking a balance between the needs of its users and the restrictions necessitated by the collection size and scope.

Responsibilities

UCW students, faculty, staff, and alumni who borrow library items are responsible for returning borrowed items by the due date and in the condition the item was checked out. If items are damaged or returned past the due date, the borrower is responsible for paying applicable fees as assessed by the Library and outlined in this policy.

Library staff are responsible for checking in returned items in a timely manner and reasonably assessing items being borrowed to note any damage. Additionally, **library staff** are responsible for maintaining confidentiality of circulation records.

Finance Office staff are responsible for processing payments for any applicable fees on borrower accounts in MyUCW.

Borrowing Privileges & Library Cards

Active UCW students, faculty, staff members can borrow library items. Alumni can borrow books from the general collection, magazines, phone chargers, and headphones only. No other individuals will be permitted to borrow any items.

A valid library card is required for students to borrow an item. The student's UCW student ID card functions as their library card. Library cards are not issued to faculty, staff, or alumni, but library staff have the right to confirm identity as necessary before allowing faculty, staff, or alumni to borrow library items.

Loan Regulations

- Borrowers are responsible for the return of all items on time and in good condition.
- The due date for all items borrowed is the date by which items must be returned or renewed.
- Loans of 3 days or longer are due before closing time on the due date.

Returning Library Items

- Except for iPads and Library Equipment, all items must be returned using the return slot at the UCW Library desk in the main campus.
- iPads and Library Equipment must be returned directly to library staff.

Renewals

- Items on loan can be renewed by borrowers via their library account, or by contacting the library in person, by email or by telephone.
- Items with active hold requests cannot be renewed.
- iPad, Course Reserves (Short and Long), and Library Equipment cannot be renewed.

Holds Requests

- Borrowers can make a hold request on items checked out to other borrowers.
- If hold request is made on an item, it cannot be renewed.
- Hold requests cannot be made for Course Reserves, iPads, or Library Equipment.

Loan Periods, Fines, and Renewals by Item Type

Item	Loan Period	Borrowing Privileges	Fines	Renewals Allowed
Books	2 weeks ¹	UCW students, faculty, staff and alumni	\$1/day	2 renewals
Magazines	2 weeks	UCW students, faculty, staff, alumni	\$0.50/day	2 renewals
Course Reserves (Short) – i.e., course-required textbooks	3 hours	UCW students, faculty, and staff	\$2/hour	No renewals ²
Course Resources (Long) – i.e., course-recommended textbooks and course-required novels and graphic novels	3 days	UCW students, faculty, and staff	\$2/hour	No renewals ²
iPads - see <i>iPad Borrowing Policies in Appendix A</i>	7 days	UCW Students	\$10/day	No renewals ³
Library Equipment – i.e. calculators, phone chargers, headphones, presentation clickers, etc.	1 day (i.e., due by end of the day item is borrowed)	UCW students, faculty, and staff Alumni: phone chargers and headphones only	\$1/day ⁴	No renewals
Reference Books, Newspapers	Library use only	n/a	n/a	n/a

¹ Faculty may request to keep a Book (excluding Course Reserves [Short & Long]) for one full term for teaching or scholarly activities.

² At the discretion of library staff on duty, patrons must wait 3 hours before borrowing a Course Reserve (Short & Long) item that they have just returned.

³ At the discretion of library staff on duty, patrons must wait until the next day to borrow an iPad if they have just returned an iPad.

⁴ Calculators may be returned the following day in circumstances where a student needs it for a class that ends at 9:00pm.

Fines

- Bills and/or accruing fines of \$10.00 or higher will result in the student's borrowing privileges being suspended.
- All fines must be paid at the UCW Finance Office.
- Students must pay all outstanding library fines for their application for graduation to be approved.
- A maximum of \$20.00 per item will be assessed for overdue items.
- Items overdue for more than 20 days are considered lost and full replacement charges will be added to the borrower's account. The replacement fees are in addition to any fines that may have accumulated.

Suspension of Borrowing Privileges

At the discretion of library staff on duty, the Library will suspend borrowing privileges when:

- Bills and/or accruing fines reach or exceed \$10.00.
- A borrowed item is overdue.

Appeals

- A patron may submit an appeal in-person to a Liaison Librarian or the Library Director if they believe that the library has made an error or if there is special situation that made it difficult to return or renew materials.
- The Librarian hearing the appeal has authority to make final decision on behalf of the Library on the appeal.
- A patron who is unsatisfied with the outcome of an appeal can escalate their appeal as per UCW's Complaints Resolution Policy (#1510).

Replacement Costs

- Replacement costs may be charged to borrowers on items that are not returned after 20 days or on items that are deemed by library staff to be damaged beyond repair.
- Replacement costs are determined based upon the cost to the Library when the item was originally acquired.
- There may be consultation with a librarian as needed regarding replacement costs for specialized items, such as iPads or library equipment.
- Items that are billed for replacement remain the property of the UCW Library and must be returned if found. The full amount billed, less any fines, is refunded if the item is returned in good condition within 30 days of the billing date, and upon proof of payment.

Privacy of Circulation Records

The library holds all circulation records in confidence. Staff will not release to any third party information on the specific titles or subject of those titles a patron has borrowed, or link a borrower's name or other revealing identification with an item out on loan. This includes not providing such information to other borrowers, faculty, police or campus security, credit or collection agencies. This policy covers all current and historical circulation records and Interlibrary Loan transactions.

Exceptions: With the borrower's consent, or under judicial order or search warrant

Definitions

Student: for the purpose of this circulation policy, a student is a person that has an active status

Related legislation

- The Personal Information Protection Act (PIPA) – BC Legislation
- The General Data Protection Regulation (GDPR) – European Union Regulation

Related policies

Policy Number	Policy Title
1510	Complaints Resolution Policy
6750	UCW Records Management Policy
6751	Information Privacy & Security

Appendix A: iPad Borrowing Policies

The UCW Library now has seven iPads available to students for borrowing. Students can use these devices to work on assignments, do library research, check emails, browse the internet, or play games.

Borrowing

Students may borrow iPads from the Library Circulation desk and can view available iPads in the Library Catalogue. All students who are currently enrolled in classes and have less than \$5.00 in library fines are eligible to borrow iPads. Each iPad comes with a charging cable and adaptor and a protective case. Students are not permitted to make account changes or download apps on Library iPads.

Loan Length

Students are able to keep the iPads for a period of seven total days. The iPad will be due the same day it is checked out (e.g. Tuesday checkout = Tuesday return). At this time, renewals and holds on iPads are not permitted due to expected demand.

Fines & Fees

The late fees for iPad borrowing are \$10.00 per day to a maximum of \$20.00. All parts of the iPad must be returned together [adaptor, case, charging cable] or students will be charged the overdue fee until all parts have been returned to the Library.

After the maximum is reached (two days/48 hours late) the full replacement cost of the iPad (\$525) will be charged, including a 25\$ processing fee. If the iPad is returned after the full cost is charged, students will be issued a refund on the replacement cost but will be required to pay the accrued \$20.00 late fee. If the iPad is returned without its adaptor/charging cable, the full cost of replacement will be charged to the student account (\$30.00).

Borrowers assume full financial responsibility for theft, loss, or damage to the iPads while in their care. If the borrowed iPad is not returned to the library or returned damaged, the borrower will be charged the cost of repairs or full replacement plus a \$25 processing fee.

Checking Out

All students checking out an iPad will be required to read and verbally acknowledge the UCW Library iPad Borrowing Policies to ensure they understand the rules surrounding the borrowing of mobile devices. Student library accounts will be checked to ensure current enrollment and outstanding fines.

Checking In

All iPads should be returned charged at the end of the borrowing period. All students who check in an iPad will undergo an equipment assessment with the library staff member on shift to ensure the iPad is in good working condition. Borrowers should report any technical issues or incidents at this time. If the iPad will not turn on or appears damaged, the student may be charged full or partial cost of the iPad. Students must ensure that iPads are returned to a library staff member in person: do not put iPads in the book drop or leave them on the desk.

Students are responsible for deleting all personal information they have added to the iPad during the borrowing period. All iPads will be restored to default upon return. The Library is not responsible for any student information that is deleted from the iPads.