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POLICY

To facilitate successful circulation of materials and communication with patrons and to provide careful stewardship of library materials within Washington County Cooperative Library Services (WCCLS), member libraries will employ consistent, service-oriented procedures that encourage responsible library use and ensure equitable access to library resources.

REGULATIONS

Staff at member libraries will follow the WCCLS Circulation Procedures.

Staff at member libraries will make exceptions to WCCLS Circulation Procedures only with supervisory permission.

WCCLS will support member library staff by maintaining current, up-to-date policy and procedures documents and by providing training on Integrated Library System (ILS) circulation functions. This includes:
- Registration
- Circulation of materials
- Hold requests
- Fees and bankruptcy

Eligibility and Responsibility for Library Cards

Staff at member libraries will issue WCCLS cards free of charge to residents. "Resident" is defined as all individuals residing or owning real estate within Washington County, Oregon or residing within the reciprocal borrowing areas of:
- Multnomah County, OR
- Clackamas County, OR (excluding Johnson City)
- Hood River County, OR
- Clark County, WA
- Skamania County, WA
- Klickitat County, WA
- Cities of Ariel, Cougar or Woodland, WA (in Cowlitz County)

Staff at member libraries will issue WCCLS cards to non-residents based on the eligibility and requirements in the Patron Types chart below.

Cardholders are responsible for all materials borrowed on their cards and for all monies owed.

Patron Types

Issued by All Libraries and Honored by All Libraries

Patron Type	Eligibility & Requirements	Registration Term	Check out Limit	Hold Limit	Inter-Library Loans	Fees & Bills	Digital Library	Cultural Pass	Notes
GENERAL (default)	Resident Photo ID Proof of address	4 years	100	50	5	Yes	Yes	Yes, if not expired and DOB of 18+	
NON-RESIDENT PROPERTY OWNER	Non-resident who owns real estate in Washington County. Photo ID Proof of address Current Washington County Property Tax Statement	1 year	100	50	5	Yes	Yes	Yes, if not expired and DOB of 18+	
NON-RESIDENT PAID	Non-resident who pays annual fee. Photo ID Proof of address	1 year from date fee is paid	100	50	5	Yes	Yes	Yes, if not expired and DOB of 18+	Annual fee of $140 See Fees and Bankruptcy below.
PASSPORT PROGRAM	Oregon resident Photo ID Proof of address Library card from participating library	2 years	10	10	0	Yes	Yes	Yes, if not expired and DOB of 18+	https://www.olaweb.org/passport-directory
E-ACCESS	Resident	4 years	0	0	0	N/A	Yes	Yes, if not expired and DOB of 18+	Online registration form only works for Washington County addresses. Allows use of digital resources only, including Internet, wireless. No physical materials may be checked out or placed on hold.

Patron Type	Eligibility & Requirements	Registration Term	Check out Limit	Hold Limit	Inter-Library Loans	Fees & Bills	Digital Library	Cultural Pass	Notes
LIMITED BORROWING	Resident Photo ID Proof of address	2 years	5	5	0	Yes	Yes	Yes, if not expired and DOB of 18+	Used when limited borrowing privileges are requested by patrons or need to be implemented by staff (e.g., bankruptcy).
YOUTH ACCESS	For patrons 0-17 years of age. Lives or attends school in Washington County. Must provide at least last name, first name, address, and phone number.	1 year	5 total of books, audiobooks, and multimedia kits	5	0	Yes	Yes	No DOB not 18+	To accommodate school data loads, students over 17 who attend school in Washington County may also be issued a Youth Access card. Card applicants need not have a parent present and a parental signature is not required. Verification of applicant information can be made through traditional methods such as photo ID or through educational institutions in Washington County, but is not required.
STAFF – PROFESSIONAL USE	Staff currently employed at WCCLS or member library.	4 years	100	50	5	Yes	Yes	N/A	For professional use only.
BIBLIOCOMMONS STAFF	Staff currently employed at WCCLS or member library.	4 years	0	0	0	0	0	0	For professional use only. Card is used to create approved BiblioCore staff account.

Local Library Option to Issue and Honored by All Libraries

Patron Type	Eligibility & Requirements	Registration Term	Check out Limit	Hold Limit	Inter-Library Loans	Fees & Bills	Digital Library	Cultural Pass	Notes
LOCAL COURTESY	Non-resident who works, attends school, or is visiting in Washington County for at least 3 months. Photo ID, proof of address Proof of school attending or place of employment For visitors, proof of local and permanent address is needed.	1 year	10	0	0	Yes	Yes	Yes, if not expired and DOB of 18+	
TEMPORARY – NO PERMANENT ADDRESS	Resident without a street address or are living in temporary accommodations. Photo ID or acceptable equivalent	3 months	5	0	0	Yes	Yes	Yes, if not expired and DOB of 18+	Requirement to provide printed verification of street address of residence is waived for this card type.

Special Use Patron Types

Patron Type	Eligibility & Requirements	Registration Term	Check out Limit	Hold Limit	Inter-Library Loans	Fees & Bills	Digital Library	Cultural Pass	Notes
HOMEBOUND INSTITUTION SERVICE	Only issued by WCCLS Library Mail Service staff	2 years	100	50	0	Yes	N/A	N/A	Expired registrations should be updated by WCCLS Library Mail Service staff.
HOMEBOUND MAIL SERVICE	Only issued by WCCLS Library Mail Service staff	2 years	100	50	0	Yes	Yes	Yes, if not expired and DOB of 18+	Expired registrations should be updated by WCCLS Library Mail Service staff.
LOCAL LIBRARY HOMEBOUND SERVICE									Local use by TPL
NON-WCCLS LIBRARY	Only issued by WCCLS Interlibrary Loan staff	2 years	100	50		Yes	N/A	N/A	Expired registrations should be updated by WCCLS ILL staff. Registered At location is External Loans (Staff Use Only)
TEST - FULL LOAD	Used by WCCLS and member library staff for database testing only	2 years	100	50	5	Yes	N/A	N/A	For professional use only

Registration Accuracy and Updates

Staff at member libraries will maintain up-to-date patron data as prescribed in the *Patron section* of Data Quality Procedures.

When patron records expire, cardholders are required to verify accuracy of registration information. Expired cards are blocked from use until registration information is updated.

Cards that have been inactive for 4 or more years and have an account balance that does not exceed $49.99 are purged from the database once a year as scheduled by WCCLS.

Account Access

Staff at member libraries will require a library card or photo ID to provide full access to a cardholder's account and registration record.

Staff at member libraries will allow limited access to a cardholder's account and registration record when only a library card number and account verification is provided. Access is limited to the following:
- view list of items out
- renew items
- declare items lost
- declare items claim returned/claim never had
- view block information
- view list of items on hold
- cancel or modify hold requests
- pay fees
- waive fees
- reset pin to last 4 digits of phone number in registration
- modify phone number or email
- renew registration if no change of name or address is required
- dissolve card associations

Staff at member libraries can establish Card Associations between two or more patron records. Associations between an unlimited number of cards can be made.

Circulation

Staff at member libraries will require either a library card, photo ID, or library card number with account verification to allow check out of materials.

Staff at member libraries will check out circulating materials to any cardholder with an account in good standing**.** An account in good standing:
- Has up-to-date registration information
- Has account balance that does not exceed $19.99
- Has numbers of materials that do not exceed item circulation limits for their patron type as noted in the Material Type Settings Table below

Staff at member libraries will check out Interlibrary Loans (ILLs) according to ILL guidelines.

Staff and volunteers at member libraries will follow the same rules and procedures as patrons when using library resources for personal use. See Use of Personal Library Cards and Materials by Library Staff Policy and Use of Personal Library Cards and Materials by Volunteers Policy

Staff at member libraries will renew materials from all other member libraries a maximum of 4 times with the following exceptions:
- Items with holds if there are no other copies available to fill the hold
- Items that have exceeded the renewal limit
- Lost materials
- ILLs (Interlibrary Loans)
- Other materials designated as non-renewable

Staff at member libraries will use blocks in the patron and item records sparingly and only when intending to block checkout.

Staff at member libraries will check in items from all member libraries with the following exceptions:
- ILLs
- Damaged materials
- Incomplete materials
- Items marked as return to lending library only

Staff at member libraries will inspect materials for damage or missing parts at check in.

Staff at member libraries will make every effort to return materials to circulation in a timely manner.

Staff at member libraries may change items owned by any library as Claim Returned or Claim Never Had. See *Responding to Possible Claims* in Circulation Procedures.

Staff at member libraries will declare lost any items regardless of ownership when a patron states item is lost or damaged and wants to pay for it.

Staff at member libraries will set self-check options to reflect current circulation policy and regulations as much as possible. A PIN (password) is required for patrons to use a self-check machine.

Staff at member libraries will use offline mode for check out when the ILS is unavailable. Staff at member libraries will not use offline mode for check in. See Offline Instructions.

WCCLS will make accurate and current .mdb files for offline circulation available to member libraries daily.

Material Type Settings Table

Staff at member libraries will use the material types, limits, and item record settings established in the Material Type Settings Table to ensure accuracy and consistency when cataloging and circulating materials.

Note: **Patron Type Exceptions** are patron types which have a lower maximum item checkout and hold limits than the stated material type limits

MATERIAL TYPE	EXAMPLES	CHECKOUT LIMIT	HOLD LIMIT	STANDARD LOAN PERIOD	PATRON TYPE EXCEPTIONS Checkout limit/Hold limit
Admission Passes *Used by some member libraries (not WCCLS Cultural Pass program)*		2	0	Varies	E-Access – 0/0 Youth Access – 0/0
Audio Cassettes *Not including Books on Tape which are Audiobooks*		100	50	21 days	Passport – 10/10 E-Access – 0/0 Limited Borrower – 5/5 Local Courtesy – 10/0 Temp No Permanent – 5/0 Youth Access – 0/0
Audiobooks	Books on CD Books on Tape Playaways MP3-CDs Non-musical sound recordings	100	50	21 days Local option of 7 or 14 days for Best Sellers	Passport – 10/10 E-Access – 0/0 Limited Borrower – 5/5 Local Courtesy – 10/0 Temp No Permanent – 5/0 Youth Access – 5/5
Blu-ray	Blu-rays + DVDs Binge boxes	25	25	7 or 21 days Television series (complete seasons) 21 days Local option of 7 or 14 days for Best Sellers	Passport – 10/10 E-Access – 0/0 Limited Borrower – 5/5 Local Courtesy – 10/0 Temp No Permanent – 5/0 Youth Access – 0/0

MATERIAL TYPE	EXAMPLES	CHECKOUT LIMIT	HOLD LIMIT	STANDARD LOAN PERIOD	PATRON TYPE EXCEPTIONS Checkout limit/Hold limit
Books *Hardcovers of all sizes; paperbacks are separate Material Type*	Board Books Large Print Book with disc in pocket	100	50	21 days Local option of 7 or 14 days for Best Sellers Local option to allow circulation of Reference materials	Passport – 10/10 E-Access – 0/0 Limited Borrower – 5/5 Local Courtesy – 10/0 Temp No Permanent – 5/0 Youth Access – 5/5
Compact Discs	Music on CD Non-musical sound recordings	100	50	21 days Local option of 7 or 14 days for Best Sellers	Passport –10/10 E-Access – 0/0 Limited Borrower – 5/5 Local Courtesy – 10/0 Temp No Permanent – 5/0 Youth Access – 0/0
Downloadable Audiobooks *WCCLS use only*		0	0	21 days	
Downloadable Video *Not currently in use*		0	0	21 days	
DVD	Binge boxes Television series	50	50	7 or 21 days Television series (complete seasons) 21 days Local option of 7 or 14 days for Best Sellers	Passport –10/10 E-Access – 0/0 Limited Borrower – 5/5 Local Courtesy – 10/0 Temp No Permanent – 5/0 Youth Access – 0/0
Electronic Books *WCCLS use only*		0	0	21 days	

MATERIAL TYPE	EXAMPLES	CHECKOUT LIMIT	HOLD LIMIT	STANDARD LOAN PERIOD	PATRON TYPE EXCEPTIONS Checkout limit/Hold limit
Electronic Game *Not including Board games which are Realia*	Video games	5	5	7 or 21 days	E-Access – 0/0 Limited Borrower – 5/5 Local Courtesy – 5/0 Temp No Permanent – 5/0 Youth Access – 0/0
Electronic Resources		0	0	0	
Equipment *Not including preloaded e-readers*	Preloaded tablets, including Playaway Launchpads Laptops AV Equipment Hotspots Library of Things Tools	10	10	Varies	E-Access – 0/0 Limited Borrower – 5/5 Local Courtesy – 10/0 Temp No Permanent – 5/0 Youth Access – 0/0
Ereader	Kindles Nooks	5	5	Varies	E-Access – 0/0 Local Courtesy – 5/0 Temp No Permanent – 5/0 Youth Access – 0/0
Interactive Multimedia	CD-ROMs DVD-ROMS	100	50	21 days	Passport – 10/10 E-Access – 0/0 Limited Borrower – 5/5 Local Courtesy – 10/0 Temp No Permanent – 5/0 Youth Access – 0/0

MATERIAL TYPE	EXAMPLES	CHECKOUT LIMIT	HOLD LIMIT	STANDARD LOAN PERIOD	PATRON TYPE EXCEPTIONS Checkout limit/Hold limit
Inter-Library Loans		25	5	Varies, loan period is set by lender	Passport – 0/0 E-Access – 0/0 Limited Borrower – 0/0 Local Courtesy – 0/0 Temp No Permanent – 0/0 Youth Access – 0/0
Microforms		0	0	0	
Multi-Media Kits	Readalongs Discovery kits Playaways + books Library of Things Book club kits	100	50	21 days Book club kits 42 days Local option for Library of Things	Passport – 10/10 E-Access – 0/0 Limited Borrower – 5/5 Local Courtesy – 10/0 Temp No Permanent – 5/0 Youth Access – 0/0
Pamphlets	Foldable maps	100	50	21 days	Passport – 10/10 E-Access – 0/0 Limited Borrower – 5/5 Local Courtesy – 10/0 Temp No Permanent – 5/0 Youth Access – 0/0
Paperbacks *Paperbacks of all sizes*	Big Books Large Print Musical scores Book with disc in pocket	100	50	21 days Local option of 7 or 14 days for Best Sellers	Passport – 10/10 E-Access – 0/0 Limited Borrower – 5/5 Local Courtesy – 10/0 Temp No Permanent – 5/0 Youth Access – 5/5

MATERIAL TYPE	EXAMPLES	CHECKOUT LIMIT	HOLD LIMIT	STANDARD LOAN PERIOD	PATRON TYPE EXCEPTIONS Checkout limit/Hold limit
Periodical	Magazines Newspapers	100	50	21 days	Passport – 10/10 E-Access – 0/0 Limited Borrower – 5/5 Local Courtesy – 10/0 Temp No Permanent – 5/0 Youth Access – 0/0
Posters	Charts Wall maps	100	0	Varies	Passport – 10/0 E-Access – 0/0 Limited Borrower – 5/0 Local Courtesy – 10/0 Temp No Permanent – 5/0 Youth Access – 0/0
Realia	Board games Library of Things Puppets	100	50	Varies	Passport – 10/10 E-Access – 0/0 Limited Borrower – 5/5 Local Courtesy – 10/0 Temp No Permanent – 5/0 Youth Access – 0/0
Test *WCCLS use only*		100	50	Varies	
Tote bags *Empty bag with library name and barcode*		2	0	21 days	E-Access – 0/0 Youth Access – 0/0
Videocassettes		100	50	21 days	Passport – 10/10 E-Access – 0/0 Limited Borrower – 5/5 Local Courtesy – 10/0 Temp No Permanent – 5/0 Youth Access – 0/0

MATERIAL TYPE	EXAMPLES	CHECKOUT LIMIT	HOLD LIMIT	STANDARD LOAN PERIOD	PATRON TYPE EXCEPTIONS Checkout limit/Hold limit
Electronic Gov Docs *Not used*		N/A	N/A	N/A	N/A
Thesis *Not used*		N/A	N/A	N/A	N/A
Internet Resources *Not used*		N/A	N/A	N/A	N/A
ZZZ (material type) *DO NOT USE*		N/A	N/A	N/A	N/A

Hold Requests

WCCLS Policy Group is responsible for setting all limits that impact the number of hold requests that can be placed and the number of held items that can be checked out.

Staff at member libraries have the option of restricting hold requests on specific items by using the request options in the item record.

Staff at member libraries are responsible for reconciling holds reports on the prescribed schedule. See *Holds section* of Data Quality Procedures.

Fees and Bankruptcy

WCCLS and member library staff do not charge overdue fines for any library materials.

WCCLS Policy Group will establish the types and amounts of fees to be charged or waived.

Fee	Description	Amount
Non-resident card	Annual fee paid by Non-resident cardholders and set by Washington County Board of Commissioners	$140.00
Replacement Charge	For the full replacement cost of lost, stolen, or destroyed materials Note: Patron-provided replacement materials will not be accepted in lieu of payment.	As set in the item record
Damaged item	For damaged materials, e.g., missing parts and pieces, repairable damages	See Lost/Damaged Parts chart below
ILL Charge	For costs associated with processing some interlibrary loan transactions	Determined by loaning library
Miscellaneous	For other situations for which a specific charge type does not exist	Determined by charging library
NSF Charges	For associated bank fees when a check the patron submitted is returned for insufficient funds	Determined by library who collected payment
ZZZ Collection Agency		
ZZZ Overdue Item		

Lost/Damaged Parts	Recommended Fee Determined by Owning Library
Single DVD of multi-item set Single BOCD of multi-item set DVD/Blu-ray combo Great Courses piece Language kit	$10.00 per disc if partial replacement is available from vendor, or full replacement
Booklet from DVD/Blu-ray/CD/electronic game Barcode RFID tag Mylar book jacket 3D glasses Miscellaneous label	No charge $1.00 for barcodes and RFID tags, if pattern of damage is detected
DVD/Blu-ray/CD/electronic game case	$1.00
Map from travel book Stingray Content label from kit	$2.00, or full replacement
Artwork sleeve from DVD/Blu-ray/CD/electronic game Printed book dust jacket	$5.00
Book club kit Potty kit Item with multiple parts	Cost of lost part
Book on CD case	$10.00

Staff at member libraries will charge patrons the Non-resident card fee as appropriate and will retain the revenue locally.

Staff at member libraries can waive replacement and damaged item charges up to a maximum of $50.00 total per patron for items belonging to other libraries without permission from the owning library.

Staff at member libraries will only waive NSF charges at the library where the charge was assessed.

Staff at member libraries will accept payment for charges from any library.

Staff at member libraries can negotiate payment plans with patrons to allow check out while an account balance over the $19.99 check out limit is being resolved. Staff at member libraries will allow checkout if the terms of the payment plan are being met.

Whether a library issues refunds is determined by local fiscal policy.

Staff at member libraries will not create credits or deposits on cardholder accounts.

WCCLS will mail bills for lost items and/or charges over $49.99 to the address of record in the patron account.

Staff at member libraries follow State and Federal bankruptcy laws when working with past due accounts belonging to library cardholders who have entered the bankruptcy process. See *Bankruptcy* in [Circulation Procedures](#).

Staff at member libraries will document the bankruptcy filing notice in cardholder accounts. Accounts for minor children of a bankruptcy petitioner are included in the filing and judgment whether or not they are listed on the filing notice.

While in bankruptcy, checkout will be allowed if the cardholder account does not exceed the check-out limit of $19.99.

History

This policy decommissions the following policies: Bankruptcy Policy (2017), Circulation Policy (2015), Circulation Transactions Policy (2020), Collection Agency Policy (2016), Fines and Fees Policy (2019), Hold Requests Policy (2016), Offline Circulation Policy (2017), Registration Policy (2019)

Drafted by member library staff and WCCLS representatives November 2020
Approved by Library Directors 12/14/2020
Implementation date 1/26/2021
Updated by WCCLS Manager 6/17/2021