

The State Library of Ohio  
Circulation Policy for SEO Service Center  
July 1, 2020

1. PURPOSE

These policies are intended to make the largest possible number of items available to the largest possible number of users.

2. CLIENTELE

- A. SEO Consortium Member Library
- B. Any Ohio resident
- C. Any state employee
- D. Libraries
- E. Correctional Facilities

3. SERVICES PROVIDED

- 1. Access to the collection of the Serving Every Ohioan (SEO) Service Center.
- 2. Requests for items not located in the SEO consortium database will be checked on OCLC and requested on behalf of the SEO Consortium membership borrowers.

4. LENGTH OF LOAN PERIOD

A. All Materials except entertainment media

The circulation period is 28 days. Adjustments of circulation time may be made to meet unusual demands. Materials will be automatically renewed if there are no pending requests by other borrowers.

B. Media

The die cut patterns from the SEO Service Center are available for request in the catalog for any valid library cardholder of the SEO Service Center and SEO Consortium Libraries.

The loan period for entertainment media is 7 days to include the day(s) of use and the time required for transportation from and to the SEO Service Center. All other media circulates for the default loan period of 28 days.

### C. Overdue Materials

Notices will be sent at the time an item is overdue, following the notice schedule as outlined below.

- ONLY notice EMAILED when item is .....14 days overdue
- Billing notice MAILED when item is .....30 days overdue

### D. Billings

After an item is 30 days overdue, a bill will be mailed.

No charges will be issued for lost or damaged material costing less than \$5.00 or if the damaged material is returned.

In billing for lost material, the actual charge to the borrower will consist of the list price of the material as indicated on the item record.

If the price of the lost material is not on the item record, the charge to the borrower will be a default price of \$25.00.

If a library participating in the SEO Consortium receives a payment for a lost item that belongs to the SEO Service Center, the library keeps the payment. No money will be exchanged. Over time, the loss of materials between libraries will find balance.

Libraries not participating in the SEO Consortium will remain responsible for payment of all lost materials of the SEO Service Center and consortium member libraries.

The borrower may replace the lost material with a copy of the same title, or another title acceptable to the library in lieu of payment.

## 5. BORROWER'S RESPONSIBILITIES

- A. Return of library materials will be required on or before the designated due date.
- B. Borrowers are responsible for materials borrowed until they are returned to the library from which the item was borrowed.
- C. Replacement of materials: The borrower may replace a lost material with the same title or another title acceptable to the library.

## 6. CONFIDENTIALITY OF LIBRARY RECORDS

The State Library of Ohio Protecting Privacy Policy is to assist in the efforts of the agency to be compliant with section 1347.15 of the Ohio Revised Code.

## 7. BORROWER REGISTRATION

Public libraries can register with the SEO Service Center for borrowing privileges on their customer's behalf for all materials owned by the SEO Service Center.

Public Libraries must enter into an Interlibrary Loan contract for a fee to access materials owned by the SEO Consortium Member Libraries.

## 8. SANCTION LIST

A borrower of the SEO Service Center may have their borrowing privileges denied if:

1. It is determined by the Director that the borrower has consistently ignored the SEO Service Center's circulation policies.
2. If the borrower's account has met the \$75 threshold of being delinquent, then they will be restricted from placing holds.

## 9. ADJUSTMENTS

The SEO Director is authorized to adjust billings when:

1. An item that has been reported lost is found on the shelves at SEO, the charge to the borrower for that item will be credited.
2. The borrower returns an item that has been previously reported lost and that item has not been paid for, the bill will be credited.
3. The SEO Service Center does not provide refunds for lost items that have been paid for.