

supervisor at the specific library.

Unresolved problems may be sent to the Library Business Office, Thompson (Main) Library, 1858 Neil Ave., Columbus, OH 43210. Appeals to Business Office must be presented within 6 months of the fine to be considered. Include copies of receipts, library notices, contact names, and other useful documentation with your written appeal.

All reasonable concerns related to library charges will be considered. However reasons not considered a basis for appeal include the following:

- Lack of understanding of Library policies. Circulation policies are available on the web and are the responsibility of the patron to read and understand.
- Unwillingness to take responsibility for materials checked out to you which you loaned to another person or allowed others to use.
- Nonreceipt, late receipt, or inattention to library notices. Renewal reminders are sent as a courtesy of the Libraries; therefore, it is the patron's responsibility to ensure prompt renewal of items with or without these reminders. Patrons away from their mailing address or not reading email due to conferences, vacations, holidays, quarter breaks, etc., are still responsible for responding. It is the patron's responsibility to make arrangements for maintenance of their account during these times of absence.

### Problems with Fines

Fine problems and questions should be directed to the appropriate lending library or to the Main Library's Sanction Office (292-2400). If inquiring in person, bring all notices and other information with you.

## Other Library Services

### Books by Campus Mail

Faculty, staff, and students with a campus office may choose to have books mailed to them at that address. *Before choosing this option, view your patron record to verify that you have a valid campus address.* Books cannot be mailed to dormitories.

Patrons choosing to have books mailed to their campus address are responsible for the material once it is checked out to them. They continue to be responsible until the material is checked in at any Ohio State University or OhioLINK library. We encourage you to return all library materials in person at an OSU Libraries circulation desk. You may request a receipt for returned items.

### Library Notices Via Email

As a courtesy to our patrons, The Ohio State University Libraries automatically send library notices to your OSU email address. Inquire at the nearest circulation desk for more information.

### Reserves

Faculty may place items on Electronic Reserve or paper reserve in any library for restricted class use. Reserve items may include OSU Libraries materials, personal copies, and photocopies prepared by the instructor. Reserve loan periods may range from 2 hours to 7 days at the instructor's option.

To allow adequate retrieval and processing time, faculty should submit their requests at least 3 weeks in advance of the quarter in which they will be needed. Please contact the OSU library where you would like your reserves to be held for more information.

Electronic reserves are available 24 hours a day 7 days a week. Multiple users can have access at the same time.

## Faculty/Staff Authorization

OSU faculty and staff may authorize one or more persons to borrow and request library materials under the authorizing person's name. The authorizing person is responsible for all transactions done by the designated individuals. Please contact any OSU library for more information.

## OhioLINK

When a book you need is not available at OSU Libraries, you may request it from OhioLINK, a statewide information network which includes an online central catalog of member libraries' holdings.

For detailed instructions from the OSCAR main menu, in VT100 choose; I> Library INFORMATION AND HOURS and then choose OhioLINK borrowing—which explains how to request an item. Web Version; choose the "OhioLINK Central Catalog". OhioLINK books may be borrowed for 21 days with a 21-day renewal. Unlike OSU, OhioLINK overdue fines are charged at the rate of \$.50 per day.

Books may be delivered to the OSU library most convenient to you for pick up.

## For Further Information

### Circulation Department Web Site

[www.lib.ohio-state.edu/crcweb/](http://www.lib.ohio-state.edu/crcweb/)

### Receive Your Circulation Notices via E-Mail

As a courtesy The Ohio State University Libraries automatically sends library notices to your OSU email address. This includes hold, recall, overdue, billing, and cancellation notices.

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127 Main Library  
1858 Neil Avenue Mall  
292-6154

# Circulation Policies

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## Welcome to the OSU Libraries

Please carefully read the information in this brochure to help you borrow library materials. Most OSU Library locations are open to everyone to use materials and many of the available services. However, borrowing materials is limited to holders of a valid OSU identification (ID) card, an OSU Libraries courtesy card, or a valid ID from any OhioLINK institution.

The Library lending policies outlined below have been adopted by the Library Council, a member of the University Senate.

## Borrowing Library Materials

You are responsible for all materials borrowed on your ID. To meet this responsibility, you must "View Your Circulation Record" on a regular basis (we suggest **weekly**) and please follow these guidelines:

- The Libraries automatically send notices to your OSU email address as a courtesy to patrons to aid you in keeping track of all your transactions and to renew items. View Your Circulation Record regularly through the OSCAR system. (See the "View Your Circulation Record" section.)

- Understand that due dates vary per library location, item type (book, journal, etc.) and patron type (faculty, undergrad, grad, etc.). Also, a due date may be changed if someone else recalls a book that you have checked out.
- Return or renew your materials on time. Items cannot be renewed if they have been recalled or are nonrenewable. You may request a receipt for every item you return.
- Beginning July, 2002, all library notices will automatically be sent via email to the OSU email account of OSU students, faculty, and staff. **Paper notices will not longer be printed.** Library users will need to check their email or view their OSCAR records online at: [www.lib.ohio-state.edu/collections.html](http://www.lib.ohio-state.edu/collections.html) to know the status of their checkouts and hold requests.
- Notices cannot be sent to any email address other than an OSU email account. If you have not already done so, activate your account by going to OSU's Office of Information Technology's web site at: [www.oit.ohio-state.edu](http://www.oit.ohio-state.edu) and clicking on "Activate OSU Internet Username." If you want your library notices forwarded to a commercial Internet account or any other OSU email account, make that request to: <http://8help.ohio-state.edu/33017.html>.

## Hold and Recall Information

You may place a hold on most circulating items listed as available or checked out. Available items will be retrieved and held for you at the library you selected. A checked out item will be recalled from the current borrower and you will be sent a courtesy email notice when the book is ready for pickup. If you requested the item to be sent to your office, those items will be checked out and sent via Campus Mail to you.

An item may be recalled from you by another patron at any time, which may change the item's due date. A courtesy email notice will be sent notifying you of any recall on your items and any change in due dates. Please respond to these notices promptly. Overdue fines accrue at the rate of \$10.00/day per recalled item. Items with holds may not be renewed.

## View Your Circulation Record

To access your circulation record, click on the "My Record" button in the upper right of the Web OSCAR initial screen (or V > View Your Circulation Record in the VT100 main menu). You will be asked to supply your name and Social Security Number or University ID Number. You may use this feature to:

- View items that you have checked out, renew them, and see if any have been recalled.
- View the status of items you have on hold or cancel holds you have placed.
- View library fines and other charges to your account which may cause your account to be blocked if their total value exceeds the maximum allowed (see "Fine and Charges" below).
- View (but not update) your address as it appears in library records.

Follow the appropriate on-screen instructions for the information/action you desire.

**Note:** Be sure to exit OSCAR when you have finished looking at your record to prevent someone else from seeing this personal information.

## Fines and Charges

### RECALL Fines

An item may be recalled by another patron, thus

changing the due date. A fine of \$10.00 per day is charged for each recalled item not returned by the due date.

### RESERVE Items

Overdue Closed Reserve items incur fines at the rate of \$2.00 for the first hour and \$5.00 for each additional hour per item. 1-day and 1-week reserves incur fines at the rate of \$5.00 for the first day and \$10.00 a day thereafter.

### Equipment

Portable microfiche readers and headphones may have different fines. Check with the lending location for details.

### OhioLINK Items

Unlike OSU, OhioLINK overdue fines are charged at the rate of \$.50 per day.

### Damaged Items

Based on damage of item, a fee for repair will be placed on the patron record. Please contact Business Office with questions.

### Lost and Billed Items

Long overdue items are assumed lost. The cost of replacement as well as a billing fee will be charged to the borrower. (\$140.00/Book; \$170.00/Serial). Once the items are returned, the replacement cost will be waived. The billing fee, however, will be retained and differs in accordance to the book: OhioLINK books will have a billing fee of \$15.00, other items will have a billing fee of \$10.00. Patrons with lost and billed items are blocked from borrowing until the charges are settled and the balance due is less than \$75.00.

In lieu of Lost and Billed charges, the Libraries have the option to accept purchase of a replacement book with payment of the

processing fee of \$40.00. OhioLINK replacements must be approved by the owning institution; please contact the Library Business Office prior to purchasing a replacement book.

Items reported as returned will be searched for promptly. If the items are not found, you will be charged a replacement cost.

### Library Sanction

Fines and other charges totaling \$75.00 or more automatically result in a suspension of borrowing privileges and a block placed on your University records, including registration, transcripts, and receipt of financial aid.

Sanctions and blocks are not removed until accounts are paid. Information on a sanctioned account is available at the Library Business Office (292-2400), Room 107 Thompson (Main) Library (M-F, 8:00am-4:30pm, closed holidays). Regional campus patrons should inquire at their campus library.

### Payment of Fines

Fines and other charges can be paid at the Thompson (Main) Library Business Office, Room 107 during office hours (M-F, 8:00am-4:30pm, closed holidays), by phone during office hours (292-2400), and by mail at Library Business Office, 107 Thompson (Main) Library, 1858 Neil Ave., Columbus, OH 43210.

We now accept American Express, Discover, MasterCard and Visa credit cards. Checks should be made payable to:

*"The Ohio State University"*

Payment plans are available; contact the Business Office for information.

### Appealing Library Charges

Please try to resolve non-OhioLINK fine questions or problems first at the item's owning location. Request to speak to the circulation