

Ford Library - Detailed Circulation (Book Check-out) Policies

These policies exist in order to provide all Library users with the best possible access to Library materials. Because we are a small collection serving a large research community, it is vital that all Library users understand and abide by the policies contained in this document. **Your compliance helps us provide everyone, including you, with the best possible access to Library resources.**

Borrower Obligations

Read and understand all the policies contained in this document

This document contains the circulation policies in effect as of January 1996 at the Ford Library at The Fuqua School of Business. Borrowers should be familiar with the contents of this document since they are subject to these policies. Ignorance of the contents of this document will not excuse a borrower from any penalties, financial or otherwise, incurred by the borrower or on their behalf.

Maintain a valid, current, email address or email alias through the Duke Office of Information Technology

The borrower's email address is used to send all mailings from the Library regarding overdue books, fines, holds on books, recalled books, and bills for replacement costs. The borrower, not the Library, is responsible for maintaining a valid, current email address or email alias. The borrower is responsible for any penalties, financial or otherwise, incurred if Library mailings are returned or fail to be delivered on account of an invalid email address.

Return or renew items when they are due

Borrowing items from the Library obligates the borrower to abide by the circulation policies of the Library. To insure all borrowers have equal access to Library materials, items should be returned or renewed when they are due. (See how to order books section.)

Address all questions or concerns regarding the contents of this document to the library staff

Borrowers should address all questions concerning the interpretation and application of the policies in this document to the Collection Services Librarian (amy.brennan@duke.edu).

Library Obligations

Courtesy notices will be emailed 4 days before the item's due date. Late notices will be emailed the day after an item is due. It is patron's responsibility to make sure the Library has a current email address.

Insure that circulation notices for borrowers are properly configured in the Library System

All library correspondence is sent via electronic mail, and consequently all borrowers must maintain an accurate, current email address with the Library. Library staff will insure to the fullest extent technically possible that notices are emailed to patrons. Delivery failures or bouncebacks due to full patron mailboxes or invalid addresses do not excuse patrons from fines that may accrue as result of those delivery failures.

Standard Loan Check-Out

Borrowers must present a valid Duke ID or Borrower's Card to the Circulation Desk Attendant. If technical problems prevent the successful check-out of an item, it will be held for the borrower at the Circulation Desk until the difficulty is resolved.

End-of-Term and Holiday Book Check-out

28 or fewer days prior to Winter and Summer Breaks, all Library books are due at the end the current term, rather than after a normal circulation period. Books should not be taken from the Triangle area during Winter or Summer Breaks since all Library correspondence, including overdue and recall notices, is sent only to local addresses. Items which are not in the Triangle cannot be easily recalled for use by other borrowers. Borrowers are responsible for any and all fines accrued during the Winter or Summer Breaks, even if they do not receive notices due to absence from the area.

Books may be renewed by telephone or via the Web throughout the recess. It is, however, the borrower's responsibility to contact the Library and determine if an item checked out to them has been recalled. All Ford Library books must be physically returned to the Library for renewal prior to all term breaks. Once this first in-person renewal is complete, Web-based renewal is permitted during summer recess. It is, however, the borrower's responsibility to contact the Library and determine if an item checked out to them has been recalled.

Overdue Fines

An item is considered overdue after the due date listed on the patron's library account. Note: If an item is renewed via telephone or Internet form, then the borrower is responsible for remembering the new date due when informed of it by the Library staff.

Items on Closed Reserve are due 2 hours after they are checked out. Reserve items checked out overnight are overdue if not returned by the two-hour mark on the following day the Library is open. Please call the Ford Library Circulation Desk if further clarification is needed (919) 660-7875.

Overdue Fines (Books, General Collection)

Overdue books -- fines of \$1.00 per item, per day are assessed after the due date is past. No grace period applies.

Overdue Fines (Closed Reserves)

Reserve items -- fines of \$1.00 per item, per hour or portion thereof are assessed after the due time/date is past. No grace period applies.

Overdue Fines (Recalled items)

An item may be recalled from a borrower who has had that item for 10 business days. Borrowers are sent a recall notice informing them of the item's new date due. Fines of \$3.00 per item, per day begin accruing on the 1st day after the new due date for recalled items. No grace period applies to recalled items.

Overdue Notices

Overdue notices are sent to the borrower's email account, as it is given in the Library records from the Duke Registrar's office.

Items which are 30 days overdue are assumed to be lost. Borrower's accounts are automatically assessed a charge equal to the replacement cost for each item and a \$25 processing fee per item.

Fine Notices are sent every 30 days to borrowers who currently have fines outstanding on their records.

What happens if a book checked out to me is lost, stolen, or destroyed?

The borrower is assessed the replacement cost of each item lost, stolen, or destroyed. Under some circumstances, a borrower is permitted to purchase a replacement copy of a lost book. This option can be discussed with the Ford Library director. The borrower, when checking out an item, assumes any and all financial responsibility for replacing it, should it be lost, stolen, or destroyed.

Transfer of Fines/Charges

At the discretion of the Collection Services Librarian, unpaid fines may be transferred to the Duke University Bursar. Failure to pay fines transferred to the Bursar will block the borrower from class registration, receiving grades and transcripts, and graduation.

Borrower's Addresses

Borrower's addresses are automatically transferred to the Library's borrower database from the Duke University Registrar's database. Borrowers must maintain a current, valid, eMail address with the Duke Office of Information Technology. Changes to a borrower's email address should be made in accordance with the guidelines as established by Duke's Office of Information Technology. It is the borrower's responsibility to maintain a valid, current eMail address. Borrowers are responsible for fines incurred as a result of failed delivery to an invalid eMail address(es).

Contacting the Library

Borrowers who believe they have received overdue or fine notices in error, should contact the Collection Services Librarian at amy.brennan@duke.edu to verify the status of their records. Do not assume that you have received a notice in error without first contacting the Library.

Recall, Search, & Hold Requests

Recall Requests

A recall request may be placed on a book which has been checked out for at least 14 days. The Library may recall a book at any time for Closed Reserve use. The book is due immediately upon receipt of the recall notice. Requestors are notified when a requested book is returned to the Library. Books are held for 7 days from the notification date at the Circulation Desk. Books not claimed within 7 days are returned to the stacks or are made available to the next requestor. Only Duke University students, faculty and staff may recall books.

Search Requests

All borrowers may complete a green request card available at the Circulation Desk and request that an item they were unable to find in the Library be searched for them. Search requests made after 4:30pm are processed on the next business day. Fill out the green request card completely. Incomplete request cards will not be processed.

Once a searched item has been located, it will be held for the requestor at the Circulation Desk for 1 week after notice is sent to the requestor. Items not claimed after 1 week are returned to the General Collection or made available to the next requestor.

Items which are not located after 3 searches are considered missing. Requestors should contact the Collection Services Librarian to inquire about the status of their Search requests, since requestors will be notified only in the event an item is located or replaced.

Hold Requests

A hold request may be placed only on items which are checked out. A hold request allows the requestor to be "next in line" to check out a book. Requestors are notified when a requested book is returned to the Library. Books are held for 10 days from the notification date at the Circulation Desk. Books not claimed within 10 days are returned to the stacks or are made available to the next requestor.

Course Closed Reserves

Books and Photocopies

Reserve materials (books and photocopies) may be checked out for a 2 hour period up until 1 hour before the Library closes. Reserve items checked out overnight are overdue if not returned by the two-hour mark on the following day the Library is open (e.g. if checked out one hour to closing they are due one hour after the library opens). Please call the Ford Library Circulation Desk if further clarification is needed (919) 660-7875.

Fines of \$1.00 per item per hour are assessed for items returned late. A valid Duke ID is required to use ALL reserve materials.

ALWAYS ask the circulation desk attendant for reserve materials. Please do not help yourself to materials on the shelves behind the desk. If the attendant is busy, wait patiently. Removing materials from these shelves and the library without proper authorization is an honor code violation.

Reserve DVDs / Audiobooks

DVDs/audiobooks designated by faculty for course reserves are considered Closed Reserve materials and may be checked out for overnight use. These items are due by 10am the next day. Fines of \$1.00 per item per hour are assessed for items returned late.