

## Ford Library - Detailed Circulation Policies (updated 4/15/23)

These policies exist in order to provide all Library users with the best possible access to Library materials. Because we have a smaller collection, serving a large research community, it is vital that all Library users understand and abide by the policies contained in this document in order to give everyone the best possible access to library resources.

### Loan Check-Out

Borrowers must present a valid Duke ID or Borrower's Card to the Circulation Desk Attendant. Digital Duke Cards are also acceptable. If technical problems prevent the successful check-out of an item, it can be held for the borrower at the Circulation Desk for 24 business hours until the difficulty is resolved.

### 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 online, then the borrower is responsible for remembering the new date due. Renewal due dates will start from the date of the renewal, not from the original due date. If you renew an item too early you will lose some of the original loan time.

Textbooks on Closed Reserve for classes are due **3 hours** after they are checked out. Please call the Ford Library Circulation Desk if further clarification is needed (919) 660-7875.

#### Overdue Fines (Books, Games, DVDs, Audiobooks, and Kindles)

Overdue books, dvds, games, and audiobooks accrue a fine of \$1.00 per item, per day. Kindles \$5 per day. Hourly loans \$1.00 per item, per hour.

**Note:** Most items may be renewed up to two times if no one is waiting for them (i.e. no holds on the item). Even items with no holds that have already been renewed twice must be returned to a Duke Library. However, these may immediately be checked out again if still needed. A hold or recall on an item will preclude it from being renewed or re-checked out by the original Library patron.

#### Overdue Fines on Hourly Items (includes Closed Reserve textbooks, chargers, electronics, or any items that check out on an hourly basis)

Reserve items include closed reserve textbooks, cell phone and laptop chargers, calculators, and a variety of other items. These may check out for 3 or 4 hours, but all accrue fines of \$1.00 per item, per hour. **Note:** They also may not be renewed. All reserve items are due upon closing of the Library regardless of the time they are checked out; even if it is less than the loan time should be until the closing hour. I.e. hourly items may not be kept out overnight.

#### Overdue Fines (Recalled items)

A standard loan item may be recalled from a borrower who has had that item for 10 business days. Borrowers are sent a recall notice via email informing them of the 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.

**Note:** Some items allow holds, but not recalls. This means the patron may keep the item for the full loan period, but will not be allowed to renew or re-check it out at the end of that time. These items include dvd/bluray discs (1-week loan guaranteed), audiobooks (4-week loan guaranteed), Games (1-week loan guaranteed), and Kindles (preloaded with e-book collections - 4-week loan guaranteed).

## 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. The Library is not responsible if notices are not received due to spam or junk filters on a patron's email account or due to inaccurate email addresses based on the information the patron has provided. Notices are sent automatically by the system. Please be sure that emails that end in .duke.edu are not captured by email filters.

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

Overdue notices are sent periodically to borrowers who currently have fines outstanding on their records and after a set period, up to no more than 30 days overdue, a lost notice is sent and the two above lost fees are assessed. The replacement fee will be credited once the item is returned, but a late fine may be assessed.

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

The borrower is charged a replacement fee plus a transaction fee for each item lost, stolen, or destroyed. Under some circumstances, a borrower may be permitted to purchase a brand new, replacement copy of a lost item and the fines will be waived. The borrower, when checking out an item, assumes any and all financial responsibility for replacing it, should it be lost, stolen, or destroyed. The borrower must contact the Library for more details at [ford-library-circulation@fuqua.duke.edu](mailto:ford-library-circulation@fuqua.duke.edu).

### **Disputing Fines**

Borrowers may write to discuss or dispute a particular fine. Please send emails to [ford-library-circulation@fuqua.duke.edu](mailto:ford-library-circulation@fuqua.duke.edu). We allow one fine waive or credit per student per year for eligible, unexpected fines (not applicable to recall fines or lost item replacement fees for a non-returned or non-replaced item). We need the request in writing for our records. The standard late fine will be waived (or credited if it has already been sent to the Bursar's Office) and the borrower will not be eligible for another one-time waive for one year from the date of the fine waive or credit. If there are extenuating circumstances behind an item being returned late and fined, please email the details and we will consider each on a case-by-case basis. **Note:** The Bursar's Office only allows us to go back six months in issuing credits. Any fines older than six months from the day of the request are ineligible for a credit, regardless of the reason.

### **Transfer of Fines/Charges**

Unpaid fines are transferred to the Duke University Bursar on a monthly basis. Failure to pay fines transferred to the Bursar will block the borrower from class registration, receiving grades and transcripts, and even 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 OIT. 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 or filters that prevent the delivery of the automatic system notices. Please make sure your filters allow emails the Library (end in duke.edu).

### **Contacting the Library**

Borrowers who believe they have received overdue or fine notices in error, should contact the Circulation Department at [ford-library-circulation@fuqua.duke.edu](mailto:ford-library-circulation@fuqua.duke.edu) to discuss or dispute fines. Do not assume that you have received a notice in error without first contacting the Library. Any request for fine waives must be made in writing for our records.

### **Recall Requests**

A recall request may be placed on a book which has been checked out for at least 14 days (10 business days). However, the Library may recall a book at any time for Closed Reserve to use for a Fuqua course. The book is due at the new due date on the recall notice. Only Duke University students, faculty and staff may recall books.

### **Reserve Books/Items**

Closed Reserve textbooks may be checked out for a 3-hour period. Other reserve items including electronics, chargers, etc. may have different hourly loan periods. All items are due at closing no matter the time the item was checked out. No overnight loans of reserve items are permitted. All reserve items are available only from the Circulation Desk. 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 reserve items returned late. A valid Duke ID is required to use ALL reserve materials. Closed reserve textbooks for Fuqua courses are limited to Fuqua students or those taking Fuqua classes.

### **Borrower Obligations**

*Read and understand all the policies contained in this document*

This document contains the circulation policies of 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 does 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 notices 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. The borrower may also check their account for due dates or fines online through the Ford Library or Duke Libraries webpages via the *My Accounts/My Library Account* links available from either page.

*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 request or renew library items here: <https://library.fuqua.duke.edu/account/renew-request.htm>.)

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

Borrowers should address all questions about library circulation policies to: [ford-library-circulation@fuqua.duke.edu](mailto:ford-library-circulation@fuqua.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 the patron's responsibility to make sure the Library has a current email address. However, the library is not responsible

All library correspondence is sent via email, 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 bounce-backs due to full patron mailboxes, invalid addresses, or spam filters do not excuse patrons from fines that may accrue as result of those delivery failures.

**Still have questions? Send us email at [ford-library-circulation@fuqua.duke.edu](mailto:ford-library-circulation@fuqua.duke.edu)**