Policy Title/Subject: Circulation Policy

Policy:
The Health Sciences Library and Informatics Center (HSLIC) supports the research, education, and clinical information needs of its primary clientele as well as the health information needs of health practitioners and other citizens of New Mexico. In order to assure that an adequate collection of materials is available to fill these information needs, the library defines categories of users who may have borrowing privileges to circulate materials from the library. The library also restricts circulation of materials for specific time periods as described below:

Procedures:
Borrowing Privileges:
Full Onsite Borrowing Privileges are approved for:
- UNM HSC faculty, staff, and students
- UNM Main Campus faculty, staff and students
- UNM Emeritus (retired) faculty
- HSC preceptors
- HSC volunteer faculty with appointment as clinical or adjunct faculty
- Members of the New Mexico Medical Society History of Medicine Committee
- Members of the UNM Board of Regents

Fee-Based Onsite Borrowing Privileges are available for:
- Licensed health professionals in New Mexico or the Navajo Nation
- Corporations in New Mexico or the Navajo Nation
- Biomedical researchers

Library Passport Program (limited to three concurrent checkouts)
- New Mexico Consortium of Academic Libraries Passport Program.
  HSLIC participates in the New Mexico Consortium of Academic Libraries Passport Program. A list of participating institutions may be found on the NMCAL web site http://lib.nmsu.edu/nmcal/.

  Faculty, staff, and graduate students from these institutions may borrow by bringing the Passport and their institutional ID card to HSLIC. The Passport must be previously requested by the individual through her/his home institution’s library.

Circulation Procedures:
The following standard loan rules pertain. Exceptions to the standard practices are described below.

**Standard Loan Rules**
- A valid HSC identification card, UNM Lobo card, or purchased library card, must be presented to check out materials.
- A maximum of ten items may be checked out at any one time (however, only three Reference/Reserve items may be checked out at one time).
- Renewals are permitted for those items designated below. Renewals are not permitted if item has been requested by another reader.
- Materials are subject to recall at any time if needed for reserve.

**Borrowing Periods**
Books (includes new books)  2 weeks (up to three renewals)
Reference/Reserve materials  3 hours (no renewals)
Journals  bound journals: 3 days
unbound journals: do not circulate

**CD-ROMs**
- Media Reserve  3 hours (one renewal)
- 4th floor media shelves  3 days (up to three renewals)
- accompanying book  2 weeks (up to three renewals)

Anatomical models* and  3 hours (one renewal); models must be used in-Simulators  house or in an HSC class only

Laptops and iPads  4 hours (no renewals)

Slides* 3 hours (one renewal)

Video tapes*  3 days (one renewal)

* Faculty may reserve in advance for in-class use; See “Media” below.

**Notes on Specific Types of Materials**

**Journals:**
- Some serials, which are more "book like" in format (e.g. the Clinics and Annual Review series) circulate for the standard two-week book borrowing period without restriction to publication date. This is clearly marked on the inside cover of each issue in the series.

**Reference and Course Reserve Materials**
These materials circulate for 3 hours with no renewals.
If borrowed within three hours before closing, items circulate overnight and are due 1 hour after opening the following day.

**New Mexico Health Historical Collection (NMHHC) materials:**
- Archival materials reside in the NMHHC Room.
- The catalog location "Archives-Rm 223" or "NM/SW" indicates that the item is for use only in the NMHHC Room.

**Media**
- Items in the Media Collection may be reserved for use on a specific date by eligible borrowers by submitting the request (title and/or call number) at the Service Point.
- Exceptions may be made to allow for longer checkouts of models/simulators, slide sets, and 3-day videos on a case-by-case basis.
- Reservations are not accepted for material that has been placed on reserve for a course.

**Additional materials available for checkout at Information desk:**
- Laser pointers
- Markers and erasers for use in study rooms
- Portable floppy disk drive
- Media card reader
- Keys for Domenici Center, Med2, individual study rooms, COW/Calf
- Domenici Center microphones
- iClickers

**Holds**
Checked-out book and media items from the 4th floor book and media stacks may be placed on hold for a requester. Patrons will be notified when such items return. Items on hold are kept at the Information Desk.

**Overdues**
- Overdue notices are sent by email (if email address is available) or by U.S. Mail at the following time intervals:
  - Daily loans
    - First (Level 1) notice: 3 days post-due date
    - Second (Level 2) notice: 25 days after first notice (A shelf check is made to verify non-return of the material; then the borrower is notified by email or by phone)
    - A bill is sent via U.S. Mail 5 days after the second notice (shelf check done before sending bill).
  - Hourly loans
First (Level 1) notice: 1 hour post-deadline and time (Note: these are sent twice per day, so actual overdue period may be longer than one hour)

Second (Level 2) notice: 25 hours after first notice (shelf check done before sending notice)

A bill is sent via U.S. Mail 48 hours after the second notice (shelf check done before sending bill)

- Bills include the replacement cost of the materials, a processing fee, and a non-refundable invoicing fee.
- Borrowers with billed materials will have library privileges suspended until the items are returned and/or all remaining charges are paid.
- Six months after the billing date a delinquency memo of intent to turn the charges over to the UNM Bursar’s Office is sent via U.S. Mail (shelf check done before sending memo)
- One month after the delinquency memo, a phone call is made to the patron warning them of the impending Bursar charges (shelf check done before making call)
- One month after the warning phone call, the charges are referred to the Bursar (shelf check done before referral is made). At this point, charges can no longer be paid at the Library but must be paid at the Bursar’s Office. Borrowing privileges remain blocked until all charges are paid.
- The Bursar’s Office may withhold grades of students with outstanding charges.
- If billed items are returned before a replacement is ordered, and before charges have been referred to the Bursar, then the replacement charge and the processing fee are waived or – if already paid – refunded.
- If billed items are returned after a replacement has been ordered, or after charges have been referred to the Bursar, then the charges are neither waived nor – if already paid – refunded.

**Damaged Materials**

If library materials are damaged while out on loan, the borrowing patron is responsible for the costs of repair or replacement. The damage will be assessed by library personnel to determine whether the item can be repaired or must be replaced. Fees will be assessed for repair, rebinding, or replacement of the damaged items, plus applicable processing fees. Bills for damage are processed like other charges, as described under “Overdues.”

**Replacing billed items**

Resource Access and Delivery is notified when billed items are sent to the Bursar so that selectors can be notified; selectors decide whether to replace the item, replace it with a newer edition, replace with a similar item, or not order any replacement.

Replacement decisions for Reference/Reserve items: the Reserve Manager should be notified when Reserve items are billed and the RUSS Coordinator should be notified when Reference items are billed so that replacement decisions can be made immediately. The Reserve Manager or RUSS Coordinator will contact the subject selector on replacement decisions.
**Returning Materials**  
The library maintains a book drop in front of the library for return of print materials. Materials in the book drop are retrieved by library staff several times daily. Non-print materials should be returned to the Information Desk.

**Verification of Communication:** Updated by Dick Carr 04/08/2014.