

Approved by the LOGIN Board of Directors 05/29/09

The goal of the LOGIN consortium is to share resources and provide the best possible library service to all library patrons/customers in Gloucester County who hold a valid library card from a LOGIN library. Any LOGIN cardholder can go to any LOGIN library and receive in-person service the same as if they were a resident card holder.

LOGIN Policies

Fines and Fees

1. The individual patron/customer will be billed for lost or missing items, not the home library.
2. Fines up to \$5.00 can be collected and kept by any LOGIN library. If fines are over \$5.00, the money collected will be sent to the home library in the form of cash or check.
3. Staff at all LOGIN libraries are fine-free, except staff at the Margaret E. Heggan Library.

Holds

4. Each LOGIN library can determine which of their items are holdable. The availability of system-wide holds with priority to their own patrons is encouraged.
5. Staff at individual libraries are not authorized to over-ride Holds unless the material belongs to their library.

Renewals

6. Staff at individual libraries are not authorized to over-ride a Renewal block unless the material belongs to their library and there are no Holds on the item.

Item Records

7. Staff are not authorized to mark items owned by other libraries as Lost, Missing or Claims Returned unless the owning library is notified by phone and permission is given to alter the record.

Patron Records

8. Salem Community College cards cannot be used at GCLS libraries.
9. There should be only one patron record in the database for each registered individual. New patrons/customers need to register at their home library. Staff should use valid, current ID to check for duplicate patron records before registering a new patron/customer.

10. Staff at any LOGIN library may renew any LOGIN library card (with the exception of GCCL, GCIT and SCC cards) when presented with valid current ID. Staff may modify the patron record to make it current.
11. Duplicate patron records may be deleted if the card has expired and there are no fines or fees associated with the patron record, with the exception of GCCL. Staff should call GCCL before deleting or modifying GCCL patron records.
12. Paid Bills records will be removed from the database after three years.

In-Transit Procedures

13. In order to discourage theft, DVDs, CDs, and other non-print material is to be packaged in brown bags, envelopes or boxes when put in delivery.
14. Each LOGIN library is responsible for checking the "What's In-Transit" report on a weekly basis. An item that has been in-transit for three weeks or longer should be marked Missing. (See #7 above). If the item was in-transit to fill a Hold and there are no other copies in the system, staff will check with the patron/customer to see if the item is still needed. If the patron/customer still needs the item, staff will remove the Hold in Sirsi and, if possible, acquire the item through ILL.