

**LOS ANGELES COUNTY COLLEGE OF NURSING AND ALLIED HEALTH
EDUCATIONAL RESOURCE CENTER
POLICY & PROCEDURE MANUAL**

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| Policy #: 431 | |
| Effective Date: April 18, 2013 | |

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| Subject: OVERDUE NOTICES | | Original Issue Date: April 18, 2013 | Supersedes: |
| Committees Consulted: Library Staff | Reviewed & Approved by: College Operations College Planning | Approved by: Educational Resource Center Director (signature on file) | |

PURPOSE:

To outline the process for sending notices regarding overdue Library materials
To ensure notices for overdue Library materials are sent in a standardized manner

Definition:

Library materials include books, journals, journal articles on limited circulation, modules, and videos.

POLICY:

Library staff:

- Check the circulation files weekly to determine if Library material is overdue.
- Search the shelves for the material prior to sending an overdue notice
- Send a second overdue notice for material that is not returned within two weeks of first overdue notice.

PROCEDURE:

Library staff:

- Search the check out cards in the circulation files to determine if there are borrowers with overdue Library materials
 - ✓ Check out cards are filed alphabetically by borrower's last name
- Remove the check out cards for borrowers with overdue Library material
- Search the shelves to ensure material was not returned and check out card inadvertently left in the circulation file
 - ✓ If the material is found on the shelf without the check out card, no overdue notice is sent. The check out card is inserted into the pocket and the material returned to the shelf
- Complete "Library Notice" (multi-part) form to send to borrowers with overdue Library material as follows:
 - ✓ Pull borrower's Library Registration Card for name and address information
 - ✓ Print borrower's first and last name and current date on lines indicated on Library Notice form
 - ✓ List number, type of overdue material on line stating "Please communicate with the library in regards to the following:" (For example: 2 books and 1 DVD)
 - If several items are overdue, photocopy the check out cards and attach photocopy to Library Notice form for mailing
 - ✓ Check "Overdue" line on Library Notice form

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- ✓ Check "Fine due" line on Library Notice form and write in amount of daily fine (e.g. "Twenty cents/per book/per business day" or "\$1.00/per video/per business day" depending on the item overdue. If overdue Library material was returned without paying the fine, do not check the "Overdue" line, instead indicate total amount of fine due on "Fine due" line
- Give completed Library Notice form, and any photocopies, to Educational Resource Center (ERC) Director.

ERC Director:

- Checks Library Notice form to ensure it has been completed correctly
 - ✓ If needed, make corrections or return to Library staff for corrections
- Signs Library Notice form on line indicated
- Returns Library Notice form, and any photocopies of check out cards, to Library staff for mailing
- Requests hold on SON registration and transcripts for unpaid dues/fines
- Notifies EDCOS course coordinator/Nurse Manager for unpaid dues/fines.

Library staff:

- Address an envelope to each Library borrower with overdue material using the address on the borrower's Registration Card. Ensure Library's address is stamped on envelope in return address location
 - ✓ For nursing students, use the School of Nursing mailbox number. During school breaks the student's home address may be used
 - ✓ For employees, use either the work location or home address
- Detach top (white) copy of Library Notice form and place in envelope along with any photocopies of check out cards
- Clip remaining copies of Library Notice to borrower's check out cards and file in "Overdue" section of circulation file
 - ✓ Check "Overdue" section of circulation file to determine if a second overdue notice is needed
- Seal envelopes and place in proper outgoing mail box in the Office of Educational Services
 - ✓ Student Mail for notices to nursing students
 - ✓ Faculty for notices going to College faculty
 - ✓ Outgoing - ANO for notices going to LAC+USC Medical Center. Address must be in the top left corner
 - ✓ Outgoing - Non-County for notices going outside of LAC+USC Medical Center.

PROCEDURE DOCUMENTATION:

Check out cards
Library Notice form
Registration Card

REFERENCES:

Educational Resource Center Policy #150 Collection, Disbursement & Security of Fees
Educational Resource Center Policy #430 Library Loans and Fees

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REVIEW DATES:

April 18, 2013