

# Borrowing Services & Policies

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Access Your Library Account at: [catalog.lib.washington.edu/patroninfo](http://catalog.lib.washington.edu/patroninfo)

## Welcome

The University of Washington Libraries is a shared resource funded for the UW community. The Libraries' circulation policy is designed to maximize access to the collections by motivating users to return materials on time so that they are available for other borrowers.

## Library Cards

For faculty, staff, and students your Husky Card serves as your library card. To prevent fraudulent use, lost or stolen cards should be reported immediately to a library circulation desk or the Library Cashier. Contact one of the offices below to report a lost or stolen Husky Card and to get a replacement:

- UW Seattle - ID Center located on the ground floor of Odegaard Undergraduate Library, phone: 206-543-7222.
- UW Tacoma - Registrar's Office, GWP 102, phone: 253-692-4400.
- UW Bothell - Campus Security Office, LB2-005, phone: 425-352-5359.

Individuals who do not have borrowing privileges can apply at the Library Cashier on the first floor of Suzzallo Library, 206-543-1174. See [www.lib.washington.edu/services/borrow/visitor.html](http://www.lib.washington.edu/services/borrow/visitor.html).

## Your Library Account

- You can check your library record, renew books and modify your personal information on the web at: [catalog.lib.washington.edu/patroninfo/](http://catalog.lib.washington.edu/patroninfo/).
- You can receive library notices sent by email telling you when your books are ready for pickup, have been recalled or are overdue. You will also receive a due date reminder notice two days prior to the due date. Make sure that an email address shows in your library account.

## Tips for Success

- Your Husky card or Libraries-issued purple card is needed to check out library material.
- A UW NetID is needed to request material from the catalog, renew books that you have checked out, or access your library account.
- Make sure you have an email address listed in your library account.
- Feel free to contact library staff if you have any questions. We are here for you.
- Plan ahead — it may take awhile to get material that is checked out or not owned by the UW Libraries.
- Ask library staff if you can't find what you want
- Make sure that you know the due dates when you check out material. If no one else wants the book you can easily renew on the web.

- Sign up for e-mail notices — you will receive information more quickly and you will receive date due reminders.
- Don't loan your ID or checked-out library books to others — our files are full of many sad stories.
- Report lost IDs or library materials to the Libraries as soon as possible.

## Access to Materials

Most libraries and units have materials which are available for browsing. All visitors are free to use these materials in the library.

Select materials are not accessible for public browsing, but may be requested for retrieval. Persons with UW borrower cards may request this material online through the UW Libraries Catalog. Those without UW borrower cards may request retrieval through library staff at a service desk. Some examples of this are media, reserve, auxiliary and/or storage materials.

Some materials are restricted to Library Use Only. Typical items include most reference materials, Special Collections and archival theses.

## Retrieval, Holds and Searches

- Most UW Libraries material with the status of "available" can be pulled from the shelf and sent to another library for pickup. This may take three to five days. If you are in a hurry you should go directly to the owning library.
- If the UW Libraries material that you want is checked out, the quickest way to get another copy may be to request a copy with the status of "available" through the Summit catalog. A copy will be sent from another academic library in Washington or Oregon and will arrive in three to five business days.
- You can also place holds on UW Libraries material. Longer due dates will be reduced and material will be available in seven to 14 days, depending on when the material was checked out.
- If you can't find material on the shelf that shows in the catalog as "available," request the item from the catalog and a search will be initiated. You will be notified when the item is found.

## Loan Periods

Loan periods vary among libraries and may be determined by the status of the borrower, type of material and individual collection policy. The loan period is generally four weeks.

## Renewal of Materials

There is an unlimited number of renewals for most materials. The following exceptions apply:

- Items which have had holds placed on them cannot be renewed
- Reserve items cannot be renewed
- Items checked out through Summit may be renewed once (with the exception of CRL items)
- Items billed for replacement cannot be renewed

You may view your library account at any time to see a list of your checked out items. *Note: This does not include items such as unbound periodicals that were checked out with a handwritten check-out slip.* If your list shows an item that you believe you have returned, do not request renewal, but rather notify the circulation staff of the owning unit.

Items with barcodes can be renewed via the web or by phone.

Items without barcodes, such as unbound periodicals, cannot be renewed using online forms. Renewals can be made by phone or by sending an email message to the owning library unit. For library contact information, see [www.lib.washington.edu/about/hours/](http://www.lib.washington.edu/about/hours/).

## Returning Materials

Non-reserve library materials (except for fragile items) may be returned to any UW library or book return. A drive-up book return is available south of the dental wing of the Health Sciences Center. Reserve items must be returned to the service desk where they were checked out.

## Circulation Notices

As a courtesy, due date reminders are sent to the email address in your library account.

As a courtesy, overdue notices are sent to your email address or to your local address if there is no email address in your library account. Failure to receive a notice does not exempt you from fines.

Bills for fines and for replacement of materials are sent through campus or U.S. Mail, rather than through email.

Please notify the appropriate office if you move, and update your email address if it changes.

UW Students	MyUW ( <a href="http://myuw.washington.edu">myuw.washington.edu</a> )
UW Staff	MyUW ( <a href="http://myuw.washington.edu">myuw.washington.edu</a> )
Off-campus	Library Cashier, 206-543-1174
Cascadia patrons	UWB/CCC Library, 425-352-5340

## Fines

Fines and billing charges are assessed to encourage prompt return of materials. Fines apply all days and all hours, even if the library is closed.

### standard loans (3 days or more):

There is a four-day grace period. On the fifth day the charge will be \$2.50.

1-20 days	<b>\$.50/day</b>
21 days overdue	<b>\$25</b> billing charge, non-refundable, plus replacement cost (\$75 or more)

### reserve materials and loans of less than 3 days:

After due	<b>\$2.50 1st hour</b> , then <b>\$.50/hour</b> to \$30 maximum
57+ hours overdue	<b>\$30</b> billing charge, non-refundable, plus replacement cost (\$75 or more)

**Please Note:** Reserve materials *must* be returned to the Reserve Desk where checked out.

## Replacement Charges

Replacement charges are levied when material becomes substantially overdue. The cost may be an average for materials in a subject area or the current actual cost of the item. Borrowers who have lost material can sometimes replace the item themselves. Contact the library unit that owns the item for more information.

## Payment Of Fines

### Online or by Phone:

Use our secure server to pay your fines with Visa or Mastercard. ([www.lib.washington.edu/services/borrow/fines/payfines.html](http://www.lib.washington.edu/services/borrow/fines/payfines.html)) Your account will be credited by 5 pm the next business day. For phone payment, call 206-543-1174.

### In person:

Library Cashier's Office, first floor, Suzzallo Library, Monday - Friday **9am - 5pm** (Closed Sat., Sun., & Holidays)

### By mail:

Make check or money order payable to University of Washington and mail to:  
Library Cashier, Suzzallo Library  
UW Libraries  
Box 352900  
Seattle, WA 98195-2900

The Library Cashier accepts cash, check, Visa and Mastercard. For questions about billing or to appeal a charge, contact the billing library unit.

For the complete text of the *UW Libraries Loan Code* and *Circulation Policies*, see [www.lib.washington.edu/services/borrow](http://www.lib.washington.edu/services/borrow)

## Sanctions

Unpaid fines or charges may result in one or more of these actions:

- Blocking of registration, graduation, transcripts
- Revocation of borrowing privileges
- Referral to a collection agency
- Suspension of borrowing privileges:
  - May occur if charges total \$5.00 or more
  - Will occur with referral to collection agency

## Appeal of Library Charges

If you think the library has made an error or if you have a special situation that made it difficult for you to return or renew materials on time, you may file an appeal. Charges may be upheld, reduced or cancelled. **Appeals must be filed within six months of billing.**

Appeals based on not knowing the library rules or the amount of charges, claiming your need was greater than another's, being too busy, being out of town, uncertainty about the due date, failing to receive an overdue notice, or failing to read your email are generally not regarded as valid reasons for cancelling or reducing library charges.

To begin the appeals process, complete the form at [digital.lib.washington.edu/appeals/addp/](http://digital.lib.washington.edu/appeals/addp/). You will receive an appeals confirmation receipt via email if you enter an email address on the form. Otherwise, contact the Library Cashier at 206-543-1174. The final decision from the committee will be sent via U.S. mail to the address you provide in your appeal. Please notify the Library Cashier of any address change. The Library Fines Appeals Committee consists of a faculty member and two students.