Dulaney-Browne Library
Circulation Policy
(Includes the Leichter Listening Library and the Center for Interpersonal Studies through Film and Literature Collection)

Effective May 17, 2010
Honors Undergraduate Student status added January 2011.
OCU Faculty Emeritus status changed in June 2012.
Circulation period changes March 2013.
Changes to fine structure and circulation periods July 31, 2016.

Requests for exceptions to library policies may be available in special circumstances and should be addressed to the director.

Items that are set in the Voyager system are printed in blue.

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Customer Service
At least one full time circulation staff member should be assigned to provide customer service at the desk at all times.

- Staff members at the desk should acknowledge patrons as they enter the library and as they approach the desk.
- Staff members should strive to assure that all library visitors have a positive experience and leave with the information they need.
- Staff members should work on projects at the desk if the traffic is slow, but never on projects that require concentrated attention.

Customer service at the desk may be delegated to a student worker, but the circulation staff member should remain in the area to answer questions and provide support as needed. Listening library service is generally delegated to listening library student workers. The circulation staff member assigned to provide customer service at the main circulation desk is also available for these students via the telephone.

Identification and Verification of Dulaney-Browne Library Patrons

**OCU Students** (undergraduate, honors undergraduate, graduate and law)
Students should present a photo ID (preferably their student ID) to check out materials. Students may check out books during or before any semester for which they are enrolled. The library system should show the expiration date of their enrollment. This may be verified by the Registrar’s office if necessary. A student account expiration date may be adjusted through the petition to extend due date process if the student has a paper or project due after the end of his or her regular enrollment period.

**OCU Faculty**
Faculty members should present a photo ID (preferably their OCU ID). Staff may also check out to faculty members that they know without ID. New faculty members must generally be added to the library system based on employment information sent from Human Resources or information in the campus telephone and email directories. Information may be verified by the Human Resources office if necessary. The expiration date of faculty accounts should be set to two years from the current date when entered or updated. Expiration dates should be updated in the system based on the terminations notices emailed to the Access Services Librarian by the Human Resources office. The Access Services Librarian will also check faculty expirations annually and update as needed.

**OCU Adjunct Faculty**
Adjunct faculty members should present a photo ID (preferably their OCU ID). Staff may also check out to adjunct faculty members that they know without ID. The library system should show the expiration date of their current appointments. New adjunct faculty members must generally be added to the library system based on information provided by the school or college for whom they teach.
Information may be verified by the Human Resources office or the appropriate school or college if necessary.

**OCU Faculty Emeritus**
Emeritus or retired faculty members should present a photo ID (preferably their OCU ID). Staff may also check out to faculty members that they know without ID. Newly retired faculty members will generally be updated in the library system based on the annual retirement lists emailed in April. Contact information must be added before emeritus or retired faculty can check out materials. The expiration date of emeritus or retired faculty accounts should be set to one year from the current date when entered or updated. Once a year emeritus or retired faculty will be asked to verify their contact information (home address, telephone number, and email address).

**OCU Staff (excluding student workers)**
Staff should present a photo ID (preferably their OCU ID) to check out materials. New staff members must generally be added to the library system based on employment information sent from Human Resources or information in the campus telephone and email directories. Information may be verified by the Human Resources office if necessary. OCU staff includes both those paid by the university and those who work on campus for university contractors (for example ELS, cafeteria, and housekeeping employees). The expiration date of staff accounts should be set to one year from the current date when entered or updated. Expiration dates should be updated in the system based on the terminations notices emailed to library staff by the Human Resources office. The Access Services Librarian will also check regular staff expirations annually and update as needed. The expiration date for contract staff accounts should be set to 6 months and contact information should be verified every 6 months before the account expiration date is extended.

**ELS-OKC Students**
ELS Students should present a photo ID or an ELS ID card. The library system should show the expiration date as the Monday before the end of their current ELS session. New ELS students must generally be added to the library system based on the list of students provided monthly by ELS. Contact information (email and/or telephone number) must be added before students can check out materials. A student account expiration date may be adjusted through the petition to extend due date process if the student has a paper or project due after the end of his or her regular enrollment period.

**DBL Courtesy Card Holders**
Courtesy Card holders should present a photo ID and/or their courtesy card. The library system should show the expiration date of their current card. New and renewed courtesy cards are issued according to the courtesy card policy.

**Proxy Patrons**
Student proxy patrons should present a photo ID (preferably their OCU ID). The circulation staff member should ask if the item is personal or for the proxy.
Non-student proxy patrons should present a photo ID (and preferably their courtesy card). The library system should link the checkout to the DBL patron for whom the items are checked out and the policies for that patron type will be used. Faculty and staff members may designate proxy patrons by completing the proxy patron request form. If the proxy patron is not a DBL library patron, circulation staff members will issue a courtesy card and add the patron to the system. All patrons with proxy privileges will have a pop up note to remind staff to check out via proxy as appropriate.

Circulation Limits, Check-out periods, and renewals

**OCU Undergraduate Students & OCU Law Students:**
- **Maximum of 15 items total**
- Regular items (audiobooks, books, cassettes, CD-ROMs, LPs, professional development collection, scores):
  - 15 items, 3 weeks, 4 renewals
- Reserves:
  - 5 items, 2 hours, 3 days, or 1 week as requested by instructor, 4 renewals
- Media Collection (DVD and VHS):
  - 2 items, 1 week, 4 renewals
- CD Music Collection:
  - 2 items, 1 week, 4 renewals
- Netbooks:
  - 1 item, 3 days, 0 renewals
- Reserve Netbooks:
  - 1 item, 2 hours, 4 renewals
- Study rooms:
  - 1 item, 2 hours, 4 renewals
- Interlibrary Loan Items:
  - Due date set by the lending library. Renewals should be requested 1 week in advance and must be approved by the lending library. (If a renewal is requested 0-3 days before the due date, staff may extend the due date to 3 days from the renewal request date to allow time for a response from the lending library.)

**OCU Graduate Students & OCU Undergraduate Honors Students**
- **Maximum of 25 items total**
- Regular items (audiobooks, books, cassettes, CD-ROMs, LPs, professional development collection, scores):
  - 25 items, 4 weeks, 4 renewals
- Reserves:
  - 5 items, 2 hours, 3 days, or 1 week as requested by instructor, 4 renewals
- Media Collection (DVD and VHS):
  - 2 items, 1 week, 4 renewals
- CD Music Collection:
  - 2 items, 1 week, 4 renewals
- Netbooks:
1 item, 3 days, 0 renewals
Reserve Netbooks:
1 item, 2 hours, 4 renewals
Study rooms:
1 item, 2 hours, 4 renewals
Interlibrary Loan Items:
Due date set by the lending library. Renewals should be requested 1 week in advance and must be approved by the lending library. (If a renewal is requested 0-3 days before the due date, staff may extend the due date to 3 days from the renewal request date to allow time for a response from the lending library.)

**OCU Faculty and OCU Faculty Emeritus**

Maximum of 99 items total
Regular items (audiobooks, books, cassettes, CD-ROMs, LPs, professional development collection, scores):
99 items, 5 months, unlimited renewals
Faculty Equipment (CETL items):
5 items, 1 week, 4 renewals
Reserves:
5 items, 1 week, 4 renewals (exceptions available based on teaching needs)
Media Collection (DVD and VHS):
2 items, 1 week, 4 renewals (exceptions available based on teaching needs)
CD Music Collection:
99 items, 1 week, 4 renewals
Netbooks:
1 item, 3 days, 0 renewals
Reserve Netbooks:
1 item, 2 hours, 4 renewals
Faculty Carrels:
1 item, 4 hours, 4 renewals
Study Rooms:
5 items, 2 hours, 4 renewals
Interlibrary Loan Items:
Due date set by the lending library. Renewals should be requested 1 week in advance and must be approved by the lending library. (If a renewal is requested 0-3 days before the due date, staff may extend the due date to 3 days from the renewal request date to allow time for a response from the lending library.)

**OCU Adjunct Faculty**

Maximum of 99 items total
Regular items (audiobooks, books, cassettes, CD-ROMs, LPs, professional development collection, scores):
99 items, 5 months or end of the semester, no renewals unless hired for the following semester (unlimited renewals while continuously employed)
Faculty Equipment (CETL items):
5 items, 1 week, 4 renewals
Reserves:
- 5 items, 1 week, 4 renewals (exceptions available based on teaching needs)

Media Collection (DVD and VHS):
- 2 items, 1 week, 4 renewals (exceptions available based on teaching needs)

CD Music Collection:
- 99 items, 1 week, 4 renewals

Netbooks:
- 1 item, 3 days, 0 renewals

Reserve Netbooks:
- 1 item, 2 hours, 4 renewals

Faculty Carrels:
- 1 item, 4 hours, 4 renewals

Study Rooms:
- 5 items, 2 hours, 4 renewals

Interlibrary Loan Items:
- Due date set by the lending library. Renewals should be requested 1 week in advance and must be approved by the lending library. (If a renewal is requested 0-3 days before the due date, staff may extend the due date to 3 days from the renewal request date to allow time for a response from the lending library.)

**OCU Staff**

**Maximum of 15 items total**

Regular items (audiobooks, books, cassettes, CD-ROMs, LPs, professional development collection, scores):
- 15 items, 3 weeks, 4 renewals

Faculty Equipment (CETL items):
- 5 items, 1 week, 4 renewals

Reserves:
- 5 items, 2 hours, 3 days, or 1 week as requested by instructor, 4 renewals

Media Collection (DVD and VHS):
- 2 items, 1 week, 4 renewals

CD Music Collection:
- 2 items, 1 week, 4 renewals

Netbooks:
- 1 item, 3 days, 0 renewals

Reserve Netbooks:
- 1 item, 2 hours, 4 renewals

Faculty Carrels:
- 1 item, 4 hours, 4 renewals

Study Rooms:
- 1 item, 2 hours, 4 renewals

Interlibrary Loan Items:
- Due date set by the lending library. Renewals should be requested 1 week in advance and must be approved by the lending library. (If a renewal is requested 0-3 days before the due date, staff may extend the due date to 3 days from the renewal request date to allow time for a response from the lending library.)
ELS-OKC Students
- Maximum of 5 items total
- Regular items (audiobooks, books, cassettes, CD-ROMs, LPs, professional development collection, scores):
  - 5 items, 3 weeks, up to 4 renewals if the student is still enrolled
- Reserves:
  - 5 items, 2 hours in library use only, 4 renewals
- Media Collection (DVD and VHS):
  - 2 items, 1 week, up to 4 renewals if the student is still enrolled
- CD Music Collection:
  - 2 items, 1 week, up to 4 renewals if the student is still enrolled
- Study Rooms [on a space-available basis; no advance reservations]:
  - 1 item, 2 hours, 4 renewals

DBL Courtesy Card Holders (except Media Cards):
- Maximum of 5 items total
- Regular items (audiobooks, books, cassettes, CD-ROMs, LPs, professional development collection, scores):
  - 5 items, 3 weeks, 4 renewals
- Reserves:
  - 5 items, 2 hours in library use only, 4 renewals
- Media Collection (DVD and VHS):
  - 2 items, 1 week, 4 renewals
- CD Music Collection:
  - 2 items, 1 week, 4 renewals
- Media Room [with media collection checkout]:
  - 1 item, 2 hours, 4 renewals

DBL Media Courtesy Card Holders:
- Maximum of 2 items total
- Media Collection (DVD and VHS):
  - 2 items, 1 week, 4 renewals
- Media Room [with media collection checkout]:
  - 1 item, 2 hours, 4 renewals

Media Collection Exceptions
- Use (including check out) of the media collection is open to the public. All the potential user needs to do is complete the Courtesy Media Card application form.
- Circulation staff members may extend the due date for films that faculty members need to show in class or for a special event. Set the new due date based on the date of the showing.
- Full time circulation staff members may override the 2 item limit and the due date for faculty members who need to use the films in an overseas class. In such a case, the faculty member may check out up to 5 films with the due date set one week after the faculty member’s return.
System Blocks and Overrides:
Full time circulation staff members should override or correct the patron’s record in the following situations:

- Account expired – DO NOT OVERRIDE – Check the individual’s status and update the expiration date if this is appropriate.
- Overdue items – MAY OVERRIDE in order to renew UNLESS the items are listed as lost have hold, recall or call slip status, or the patron already owes $5 or more total in fines. Note that if an item that has passed its grace period is renewed, the accrued fines to that point WILL still be owed.
- Lost item limit – DO NOT OVERRIDE except with active fine dispute – Check the record for any currently lost items. If none, log in and update the lost item counter. If patron has a student account hold for lost items, DO NOT CHECK OUT ANY MATERIALS OR ROOMS.
- Non-circulating items – FULL TIME STAFF AND LIBRARIANS MAY OVERRIDE for faculty checkout to make copies in the faculty office or to show to a class. (Item due date should be set for the next day.)

Do not override other blocks. Check with the Access Services Librarian or the Director if available to determine what to do.

Overdue Items:
Notices:
The library circulation system sends an automated “courtesy notice” 3 days before an item is due, providing all patrons the opportunity to renew items they still need. If items are not returned or renewed, the system sends 3 overdue notices (after 10 days and 10 days apart for regular items, after 2 days and 7 days apart for reserve items and after 3 days and 3 days apart for media and ILL items).

Grace Period, Overdue Fines, and Processing Fees:
Each patron is responsible for returning materials on time or renewing them to extend the checkout period. OCU Undergraduate Students, OCU Law Students, OCU Graduate Students, ELS Students, and Courtesy Card holders pay overdue fines and processing fees on all materials when they are not returned on time. OCU Faculty (including Adjunct and Emeritus Faculty) and Staff are not charged fines except on recalled items, reserve items, and interlibrary loan items. Dulaney-Browne Library supervisors may also forgive reasonable fines incurred by their student assistants. If an item is returned during the grace period, no fines are assessed, but if the item is returned past the grace period then that time is included when calculating fines. For example, a book returned 2 days past its due date would incur no fine, but at 4 days late the fine would be $1.00 ($0.25/day).

Regular items (books, cassettes, scores, LPs), Media, Professional Development, and CD Collections: 3-day grace period
Fines: $0.25/day, maximum of $25.00
After 4 weeks, the system charges the patron for the replacement of the item plus a $15.00 processing fee, in addition to fines up to the maximum. If the item is returned after 28 days but before 3 months overdue, the processing fee and replacement fee are forgiven but the fines must be paid. If the item is returned more than 3 months late, the replacement fee is forgiven but the fines
and processing fee must be paid. If the item is lost, all fines, processing fee, and replacement fee must be paid.

Study Rooms:
10-minute grace period
Fines: $.01/minute, maximum of $50.00
Study room keys are not to leave the library building. After 1 week, the system charges the patron for the replacement of the key plus a $15.00 processing fee, in addition to fines up to the maximum. If the key is returned after 7 days but before 3 months overdue, the processing fee and replacement fee are forgiven but the fines must be paid. If the key is returned more than 3 months late, the replacement fee is forgiven but the fines and processing fee must be paid. If the key is lost, all fines, processing fee, and replacement fee must be paid.

2 Hour Reserves:
10-minute grace period
Fines: $.01/minute, maximum of $50.00
After 1 week, the system charges the patron for the replacement of the item plus a $15.00 processing fee, in addition to fines up to the maximum. If the item is returned after 7 days but before 3 months overdue, the processing fee and replacement fee are forgiven but the fines must be paid. If the item is returned more than 3 months late, the replacement fee is forgiven but the fines and processing fee must be paid. If the item is lost, all fines, processing fee, and replacement fee must be paid.

3 Day and 1 Week Reserves:
1-day grace period
Fines: $.50/day, maximum of $50.00
After 4 weeks, the system charges the patron for the replacement of the item plus a $15.00 processing fee, in addition to fines up to the maximum. If the item is returned after 28 days but before 3 months overdue, the processing fee and replacement fee are forgiven but the fines must be paid. If the item is returned more than 3 months late, the replacement fee is forgiven but the fines and processing fee must be paid. If the item is lost, all fines, processing fee, and replacement fee must be paid.

3 Day Netbooks:
No grace period
Fines: $5.00/day, maximum of $100.00
After 2 weeks, the system charges the patron for the replacement of the item plus a $15.00 processing fee, in addition to fines up to the maximum. If the item is returned after 14 days but before 3 months overdue, the processing fee and replacement fee are forgiven but the fines must be paid. If the item is returned more than 3 months late, the replacement fee is forgiven but the fines and processing fee must be paid. If the item is lost, all fines, processing fee, and replacement fee must be paid.

2 Hour Netbook:
10-minute grace period
Fines: $.01/minute, maximum of $100.00
After 1 week, the system charges the patron for the replacement of the item plus a $15.00 processing fee, in addition to fines up to the maximum. If the item is returned after 7 days but before 3 months overdue, the processing fee and replacement fee are forgiven but the fines must be paid. If the item is returned more than 3 months late, the replacement fee is forgiven but the fines and processing fee must be paid. If the item is lost, all fines, processing fee, and replacement fee must be paid.

Recalled items:
- No renewals
- $.50/day, maximum of $50.00
After 1, 2, or 4 weeks, depending on item type, the system charges the patron for the replacement of the item plus a $15.00 processing fee, in addition to fines up to the maximum. Fines and fees apply as above, by item type.

Interlibrary Loan items:
- No grace period
- $.50/day, maximum of $50.00
After 4 weeks, the system charges the patron for the replacement of the item plus a $15.00 processing fee, in addition to fines up to the maximum. The lending library will charge a replacement fee based on its schedule if the item is not returned. A default amount of $50 for replacement may be charged until information is received from the lending library. If the item is returned after 28 days but before 3 months overdue, the processing fee and replacement fee are forgiven but the fines must be paid. If the item is returned more than 3 months late, the replacement fee is forgiven but the fines and processing fee must be paid. If the item is lost, all fines, processing fee, and replacement fee must be paid. Repeated late returns or failure to return interlibrary loan materials may result in the loss of interlibrary loan privileges.

Lost or Damaged Items:
Each patron is responsible to pay the replacement cost of items checked out to that patron if they are not returned or if they are returned severely damaged. This includes OCU Faculty, Emeritus Faculty, Adjunct Faculty and Staff, although these groups are not charged fines or processing fees except for reserves, recalled items, and interlibrary loan items. All patrons are encouraged to complete the fine dispute process if there are special circumstances surrounding the loss of the item. The replacement cost is either the original purchase price (if available) or the full list price for an identical new copy, in that order. If no price information can be determined, the default replacement fee is $50. Patrons may NOT provide a replacement copy.

Items are deemed lost when they are 1, 2, or 4 weeks overdue, depending on item type. The library will forgive or refund the replacement fee if the item is returned, but not the fines or processing fee, if applicable. Fines assessed for late return of reserves, recalled items, and interlibrary loan items will not be refunded or removed.

Consequences of overdue items and unpaid fees
- Library checkout and interlibrary loan privileges are suspended when any items are overdue or $5.00 or more of unpaid fines are on a patron account.
- In addition,
Students with overdue (unreturned) items at the end of the semester are reported to Student Accounts, resulting in a hold on the student's account that prevents the student from enrolling or receiving a transcript or diploma until the overdue item is returned or the fines, processing fee, and replacement cost are paid to the library.

OK-Share Courtesy Card holders' unpaid fines or overdue books are reported to the cooperating library.

**Exceptions and Special Circumstances:**
If special circumstances apply, including but not limited to disability-related issues, service in the armed forces, theft, or natural disasters, the patron should make an appointment with the library director to discuss the circumstances and need for an exception to the circulation policies.

**Holds and Recalls**
- Patrons may request any circulating item through the online catalog and request pick up at the Dulaney-Browne Library Circulation Desk or at the Leichter Listening Library.
  - Request item (pulled from shelf-2 days)
    - If items are listed in the catalog as available, circulation staff will pull the items during the next day that the library is open. A circulation staff member will place the item on the hold shelf at the requested library and contact the patron. Items will be held for up to 7 days for pick-up.
  - Holds/Recalls
    - If items are currently checked out, the system will prevent the renewal of the item and send the patron who currently has the item a message stating that another patron needs the item. When it is returned the system will print a hold slip and email the patron, and a circulation staff member will place the item on the hold shelf at the requested location. Items will be held for up to 7 days for pickup.

**Reserve Items**
- Faculty members and library staff may place some items on reserve. These items are maintained at the circulation desk.
- The checkout periods for reserve items are 2 hours (for use in the library only), 3 days, and 7 days. These periods are determined by the faculty member who requested the item be placed on reserve.
- The library charges hourly or daily fines on overdue reserve items as outlined under “Overdue Fines and Processing fees.”
- Reserve items are not subject to normal holds or recalls, but circulation staff members will add a “circulation hold” to items that are checked out when they are requested by another patron. This will prevent the item from being renewed, but will not generate a hold for a specific patron. The item will be normally available when returned.
- A detailed Reserve Policy covers additional items.
**Interlibrary Loan**

- Patrons may request items from other libraries through interlibrary loan requests completed through the online forms on the web page or through library databases.
- Patrons sign for all interlibrary loan items when they are picked up.
- Returnable interlibrary loan items are checked out through the automated system and the due date is modified to match the due date set by the lending library.
- A detailed [Interlibrary Loan Policy](#) covers additional items.

**OK-Share**

- Current Oklahoma City University students, faculty, and staff are eligible for OK-Share cards unless they have any blocks on their accounts (overdue items, lost items, fines over $5.00, etc.)
- Students, faculty and staff members must complete the OK-Share application form and be issued an OK-Share card signed by a full time Dulaney-Browne Library staff member.
- Student OK-Share cards should have the expiration date of the end of the current semester.
- Faculty and staff OK-Share cards should have the expiration date of the next August 31.
- Library visitors from other Oklahoma academic libraries that present an OK-Share card and photo ID should complete a courtesy card application and follow courtesy card rules.

**Guest Computer Use**

Full time circulation staff members or librarians may log in campus guests to a library computer using the library’s guest login if they meet the guidelines in the Guest Computer Use Policy.

**Copying, Printing, and Scanning**

Circulation staff members are responsible for assuring that the machines have a sufficient supply of paper and toner and helping patrons with paper jams and in using the copiers, printers, and especially for scanning and sending documents via e-mail.

Current copy and printout prices are:

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<th>Size</th>
<th>Price</th>
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<tr>
<td>Black &amp; White</td>
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<tr>
<td>8.5x11 - 10¢</td>
<td>8.5x11 - 40¢</td>
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</tr>
<tr>
<td>11x17 - 20¢</td>
<td>11x17 - 80¢</td>
</tr>
</tbody>
</table>

Staff mediated copies or prints (using the library card or staff copier and paid with cash) will be charged at 150% of the self-service price.

Double-sided copies and prints have a 20% discount per side, e.g. 16¢ for two sides of an 8.5x11 page.

Scan to e-mail is FREE.

Copying and printing services are managed on a campus wide basis. This means that the library cannot generally make refunds for bad copies. Make replacement copies/printouts using the “DBLuser” card or make copies/printouts on the staff copier/printer. If it is not possible to provide replacement copies, send the director an email outlining the problem (including date and time), the number of unusable copies or prints charged, and the name and ID number of the student to whom they were charged.
Lost and Found

- The library holds “lost and found” items at the circulation desk for up to a week.
- In the case of ID cards, the library staff member who finds or is given a misplaced card will send an email to the student’s OCU email account informing him or her that the card is at the circulation desk.
- In the case of wallets, the library staff member who finds or is given the misplaced wallet will make an attempt to identify the owner and call or email that individual informing him or her that the wallet is at the circulation desk. If the owner does not respond, the wallet will be taken to the OCUPD lost and found the same day.
- In the case of cell phones, the library staff member who finds or is given the misplaced cell phone will take it to the OCUPD lost and found the same day.
- All lost and found items that are not claimed will be taken to the OCUPD lost and found once per week (generally on Friday afternoons.)

Fee Based Services

Thesis Binding
The library provides the binding service for all OCU theses and keeps two copies of each thesis for the library’s collection. Students should bring the completed Thesis Submission form and the correct number of copies of the thesis to the library for binding, along with the correct fee for all copies of the thesis to be bound. The current fee is $8.50 per copy. Transactions should be logged in the cash register file as thesis.

Fax Service
The library provides limited fax services for OCU students and ELS-OKC students for a fee, currently a flat fee of $1.00 for local outgoing faxes, $2.00 for long distance outgoing faxes, $6.00 for international outgoing faxes, and a per-page fee of $.15/page for incoming faxes. Transactions should be logged in the cash register file as fax. (See separate policy)

Stamps
The library sells individual 1st class postage stamps for face value (or current Forever stamp value). Transactions should be logged in the cash register file as stamps.

Book sales
The library holds several book sales per year. Current regular prices are $2.00 for hardback books and $1.00 for paperback books (and paper bound scores), and 50¢ for periodical issues; other items are priced as marked. Transactions should be logged in the cash register file as book sale.

Furniture and other sales
From time to time the library may sell additional items for the prices marked. All items must be paid for and picked up at the time of sale. The library cannot be responsible for items paid for and not removed
from the building and it also cannot be responsible for items marked “sold” and not paid for. Transactions should be logged in the cash register file as book sale with a note indicating furniture sale.

**Cash and Payments**
The library accepts cash, checks, and StarsCash only. Bills of $20 or less are preferred. The library may be unable to make change for larger bills. Checks should be made out to “OCU – Dulaney-Browne Library”. No credit or debit card payments can be accepted. Patrons may pay fines or purchase services with a check by showing a current photo ID. Circulation staff members should add the patron’s driver’s license number and current telephone number to the check.

**Change**
The library’s vending machines accept dollar bills and five dollar bills, quarters, dimes, and nickels. The library’s change machine accepts dollar bills and five dollar bills. The library’s cash copier accepts dollars, quarters, dimes and nickels (although it may not provide change).

**Providing Assistance**

**Collections questions**
- Does the library own a specific item
  - look up in the catalog or journals list,
    - If the answer is yes, provide the patron with the complete call number and location and ask him or her to return if they cannot find the item on the shelf
    - If the answer is no, refer the patron to a reference librarian for more in depth help (it may be available in another format, with a slightly different search strategy, or from another library)
- Where are the books on …
  - refer to a reference librarian if available
  - If no librarian is available, help them to search in the online catalog for the subject and ask them to come back in order to contact an on-call reference librarian if they don’t find what they need.

**Subject questions**
- Refer to a reference librarian if available
- If no librarian is available, suggest the appropriate Research Guide and point out suggested starting places and the contact information for the subject librarian, or
- Suggest that the patron start with the library catalog and the EBSCOhost search box on the library’s main page and then email askalibrarian@okcu.edu for more assistance if needed.

**Copying and Scanning**
- Work with the patron until you reach a satisfactory conclusion. If necessary, call for help from other staff members. See the copying and printing troubleshooting guide for difficult problems.
Computer productivity questions

- Attempt to help to the level of your ability. If another staff member or librarian is available who may know more, contact that individual for additional help. If you can’t help, refer students to the computer help desk in the basement of the university center.