

Texas Woman's University

Library Policy Manual

Policy Name: Access Services Policy

Last Library Review: February 2023

Next Library Review: February 2024

Purpose: The purpose of this policy is to define the basic guidelines for persons who borrow materials from the Texas Woman's University (TWU) Libraries with regard to fees, placing holds, requesting materials, renewal of materials, and library fines and fees. The TWU Libraries will adhere to the University's policy URP: II.11.j Library Lending. Additional guidelines specific to the TWU Libraries are included in this Library policy.

Note: Access, availability, usage, and occupancy limits may be changed in accordance with University guidelines regarding health and safety.

Policy:

1. Borrowers have privileges to check out a certain number of materials with automatic renewals for a specified period of time, based upon the category of borrower. For exact details see: <https://twu.edu/library/services/circulation-services/borrowing-materials/>
2. If an item is either checked out or not on the shelf, users may place a hold request on the material. See <https://twu.edu/library/services/circulation-services/hold-requests/>
3. TWU students, faculty, and staff may automatically renew materials as long as they are not on hold, part of the reserves collection, or on interlibrary loan. See <https://twu.edu/library/services/circulation-services/renew-materials/>
4. Library materials may be returned at any of the three campus libraries, either in person or at the book drops. Interlibrary loan materials must be returned to the Information Desks. See <https://twu.edu/library/services/circulation-services/returns/>
5. If an item remains on a user's record after it has been returned, file a Claimed Returns Form at the appropriate Information Desk. Distance users must call the Information Desk.
6. The Libraries may offer non-traditional items for check-out based upon the needs of users. This can include items such as laptops, phone chargers, white boards, calculators, and book totes and is subject to change.
7. Library users may reserve study rooms for either individual or group study. See Library Policies – Reserving Study Rooms at <https://twu.edu/library/about-the-libraries/library-policies/>. Specific campus details are at:
<http://libguides.twu.edu/c.php?g=539688&p=3694937> (Denton)
<http://libguides.twu.edu/c.php?g=539688&p=3694914> (Dallas)
<http://libguides.twu.edu/c.php?g=539688&p=3973003> (Houston)
8. Staff can assist users in locating materials. See <https://twu.edu/library/services/circulation-services/location-finder-maps/>
9. TWU students, faculty, and staff may request a TexShare Card from any of the libraries. This card allows users to borrow items from numerous libraries throughout the state of Texas. TexShare card holders are subject to each institution's rules and regulations regarding borrowing materials. Access into UNT's Library now requires a TexShare card.

See: <https://twu.edu/library/services/circulation-services/texshare-card-request-form/>

10. Notices are sent out as a courtesy to remind all users of due dates. If material is not returned within 30 days from its due date, the item is considered lost and a replacement fee is assessed.
11. TWU Libraries do not charge fines to TWU students, faculty, and staff except for interlibrary loans, course reserves, reserve equipment, and recalled items. If items are returned damaged or are lost, fees will also be added to the user's account. These fees are payable at the Bursar's office.
12. Non-TWU borrowers do accrue daily overdue fines in addition to lost or damaged item fees. These are payable at the individual library information desks. Specific fine and fee information can be found at <https://twu.edu/library/services/circulation-services/blocks-fines-and-fees/>
13. The TWU Libraries reserve the right to change its fines and fees structure at any time.

Review:

The Library's Policy Work Group will review this policy with recommendations forwarded through normal administrative channels to the Dean of Libraries.