



# Loan Policy

Resource Center materials are loaned directly to government agencies, including schools or school districts, and organizations licensed and certified by the Department of Health Care Services and/or are funded through a county alcohol and drug program. Materials are also lent directly to State, county and public libraries. All other organizations and individuals may borrow materials by requesting an interlibrary loan through their local library.

An **Agency Loan Agreement** must be on file before any organization is allowed to borrow. This form needs to be filled out only one time per agency and grants loaning permission to agency authorized users.

In order to become an authorized user, individuals must complete a **User Authorization Form**. This form must be completed and signed by both the applicant and their immediate supervisor. A copy of the applicant's business card with name and title, or agency/organization's letterhead stating applicant's position with supervisor's signature, must also be on file.

Once a User Authorization Form is submitted and verification of employment status is completed, the applicant's information is entered into the Library World database and a patron number assigned. A User Authorization Form must be on file in the Resource Center prior to processing any loan requests.

## **Loan Periods**

Materials are loaned for a three-week period and may be renewed upon request and approval. At the discretion of the Resource Center, longer loan periods may be arranged for special circumstances.

Loan Limits: Materials are limited to two DVDs, videos or curricula per loan period. Print materials are limited to 10 per loan period.

Certain materials, periodicals and all journals are considered exclusive to the Resource Center. These materials are not for loan but may be viewed in the Resource Center during normal business hours.

## **Abuse of Loaning Privileges**

Abuse of loaning privileges will result in loss of loaning privileges for the agency.

Examples of abuse of loaning privileges include:

- Repeatedly not returning materials on time
- Not responding to overdue notices
- Mutilation or damage of loaned materials
- Not responding to invoices for replacement cost(s) for lost or damaged materials
- Misuse of loaning materials, computers and electronic resources.



## **Overdue Materials and Replacement Fees**

### **Overdue Notices:**

The Resource Center sends out overdue notices, by mail, on the first day of each month. It is the borrower's responsibility to keep the Resource Center informed of their current mailing address; the Resource Center assumes no responsibility for misdirected notices. Failure to receive an overdue notice does not negate the borrower's responsibility to return items to the Resource Center on time.

### **Resource Center Fines:**

The Resource Center does not charge daily overdue fines on circulating materials.

### **Replacement Invoicing for Damaged and Lost Materials:**

Resource Center materials not returned, or returned with damage, will be invoiced for the replacement cost(s) assessed at a minimum standard replacement fee or at current list price. (SAM – Chapter 8600 – Section 8643, 2005)

### **Payment of Resource Center Invoice:**

Payments for the damaged/lost materials should be made payable to: **The Department of Health Care Services**. Instructions for payment are printed on the replacement invoice. Do not send payments to the Resource Center.

### **Consequences resulting from overdue materials and non-payment of invoices:**

- Agency loaning privileges will be suspended if replacement invoices are not paid within 60 days.
- **For DHCS staff**, non-payment of replacement invoices will be referred to the DHCS Accounting Office for wage detachment.
- **For employees of government agencies and/or organizations**, non-payment of replacement invoices may be referred to a collection agency.
- Borrower's employer, supervisor and/or county administrator will be notified regarding non-payment of replacement material invoices.



### **Statement of Responsibility**

Please read the following information regarding borrower's responsibility for Resource Center (RC) lending materials.

- An **Agency Loan Agreement**, with a binding agency signature, is required ensuring that the agency will claim responsibility for loaned materials and their return. This form needs to be filled out only one time per agency.
- A **User Authorization Form** must be completed, submitted along with the agency's letterhead or business card, and be on file in the Resource Center prior to processing any loaned material.
- All **Information** must be completed and signed.

A signature states that the agency and user will be responsible for:

- The care and guarded possession of materials, and any damages rendered to materials.
- Abiding by Resource Center rules and policies.
- Paying any recovery costs of lost or damaged materials.
- Indicating if materials are damaged or not in usable condition.
- Returning materials ON or BEFORE the due date. .
- The return of materials either in person at the RC or insured for \$400 via UPS, FED-EX, or U.S. mail.
- Adequate protective packaging of materials being returned, if being mailed.

**Note:** Copyright laws protect materials provided by the Resource Center. Unauthorized reproduction constitutes a violation of U.S. copyright laws.



**Department of Health Care Services  
Resource Center Lending Services**

**How to Order**

- A completed **Agency Loan Agreement** grants loaning permission to agency authorized users. **This form needs to be filled out only one time per agency.**
- A **User Authorization Form** grants individuals within the organization permission to borrow from RC Lending Services.
- Once both forms are completed, signed and on file, Lending Services will contact the authorized user and assign a Patron number. This number must be placed in the appropriate box of the **Media Loan Request** form for all media requests.
- A **Media Loan Request** form is provided. This form can be duplicated for your use.
- Complete the order form clearly. Make sure that the patron number, street address, city, state and zip code are included.
- Videos are limited to **two (2) per request**. Publications are limited to **ten (10) per request**.
- All media are loaned for a three-week period and may be renewed upon request and approval.
- Media may be requested by **U.S. mail, fax, e-mail or in person**. Only under special circumstances will orders be taken by telephone.
- Orders can be mailed to the patron or picked-up in the Resource Center between 8:00 a.m. and 4:30 p.m. Please allow 1-2 weeks for delivery.
- Materials can be returned in person at the Resource Center or mailed, at patron's expense, to the Resource Center via UPS, FED-EX or U.S. mail and insured for \$400.



California Department of Health Care Services  
 Resource Center Lending Services  
 1700 K Street, First Floor  
 Sacramento, CA 95811- 4037  
 (916) 324-5439 or (800) 879-2772  
 FAX: (916) 323-1270  
[ResourceCenter@adp.ca.gov](mailto:ResourceCenter@adp.ca.gov)

# Agency Loan Agreement

Please print and fill out completely.

Organization/Agency/Division Name: \_\_\_\_\_

Name of Person Authorized to Bind Organization/Agency: \_\_\_\_\_  
 (Please Print)

Title: \_\_\_\_\_  
 (Attach business card or letterhead stating position, with signature, to application)

Agency Address: \_\_\_\_\_  
Street Suite

City, State, Zip: \_\_\_\_\_

Agency Telephone Number: (\_\_\_\_) \_\_\_\_\_ Fax: (\_\_\_\_) \_\_\_\_\_

E-mail Address: \_\_\_\_\_

Please place me on the RC e-mail and posting mailing lists to receive updated information.

**Please Read and Sign.**

\_\_\_\_\_ agrees to abide by Lending Services rules & policies, to pay  
 (Organization name)  
*all charges for lost or damaged materials accumulated on authorized user accounts and to notify Lending Services of any changes uncured. We understand our loaning privileges can be suspended and also agree to be responsible for all costs of collections including Resource Center staff attorney fees, if applicable. We further agree that all charges and costs may be entered as a civil judgment against our agency / organization.*

\_\_\_\_\_  
 Binding Signature

\_\_\_\_\_  
 Date

**For RC Lending Use Only!**

Patron Number Issued: \_\_\_\_\_

Requestor Type: \_\_\_\_\_

Date: \_\_\_\_\_

Issued by: \_\_\_\_\_



California Department of Health Care Services  
Resource Center Lending Services  
1700 K Street, First Floor  
Sacramento, CA 95811- 4037  
(916) 324-5439 or (800) 879-2772  
FAX: (196) 323-1270  
[ResourceCenter@adp.ca.gov](mailto:ResourceCenter@adp.ca.gov)

## User Authorization Form

Please print and fill out completely.

Organization/Agency/Division Name: \_\_\_\_\_

Employee Name: \_\_\_\_\_

(Attach business card or letterhead stating position, with signature, to application)

Last First Middle Initial

Supervisor Name: \_\_\_\_\_

Last First Middle Initial

Agency Address: \_\_\_\_\_

Street Address

Suite/Cubicle #

City, State, Zip: \_\_\_\_\_

Agency Telephone Number: (\_\_\_\_) \_\_\_\_\_ Fax: (\_\_\_\_) \_\_\_\_\_

E-mail Address: \_\_\_\_\_

Please place me on the RC e-mail and posting mailing lists to receive updated information.

### Please Read and Sign.

*I agree to abide by Lending Service's rules & policies, to pay all charges for lost or damaged materials accumulated on my authorized account and to notify Lending Services of any changes uncured. I understand my loaning privileges can be suspended and I also agree to be responsible for all costs of collections including Resource Center staff attorney fees, if applicable. I further agree that all charges and costs may be entered as a civil judgment against me and/or my organization.*

\_\_\_\_\_  
Employee Signature Job Title Date

\_\_\_\_\_  
Supervisor Signature Job Title Date

### For RC Lending Use Only!

Patron Number Issued: \_\_\_\_\_ Requestor Type: \_\_\_\_\_

Date: \_\_\_\_\_ Issued by: \_\_\_\_\_

Mail in original with signatures.