

<b>Tazewell County Public Library (TCPL)</b>	<b>Circulation Policies</b>
<b>Revised</b>	<b>September, 2014</b>
<b>Approved by Board of Trustees</b>	<b>September 18, 2014</b>

## **Circulation Policies**

### **Library Cards**

#### Eligibility

Anyone age 5 or older may get a library card. Library cards are free.

#### Application for Library Card

Applicants must apply in person for a library card and will need to provide an official photo identification card with current mailing address. A current driver's license can be used for this.

Other types of acceptable photo identification are:

- state issued identification card
- passport
- military identification card
- any other town, county, state or federal government agency issued identification card

If the photo identification provided does not show a current mailing address, verification of address must also be provided. Acceptable proof of address is any one of the following:

- utility bill
- property tax statement
- printed checks from a bank
- rent receipt
- typed lease
- canceled mail postmarked within the last two weeks
- payroll stub

By signing the application, an agreement is made with the library to care for library materials, follow the rules for use of library materials, and to pay whatever fines may be incurred for overdue, damaged or lost library materials.

#### Youth Card

Applicants under the age of 18 will receive a youth card after receiving signed permission of a parent, guardian, or other responsible adult. "Other responsible adult" is defined as either grandparents (with whom the child does or does not live) or someone with whom the child lives, such as foster parent, step-parent, aunt, uncle, or head-of-household sibling. The parent, guardian or other responsible adult must supply acceptable identification as outlined above.

The signing adult is responsible for helping the children return books on time and arranging to pay for overdue, lost or damaged items.

### Card Replacement

Replacements of lost or damaged cards cost \$1.00. Please report lost cards. When a card is replaced, depending on length of time since the original card was received, application information may need to be verified.

### Card Expiration

Library cards are valid for two years. Upon expiration and resetting the expiration date for another two years, application information will be verified.

### Other Libraries at which Cards Can be Used

A card from Tazewell County Public Library may be used at any TCPL location (Bluefield, Richlands, Tazewell). Also, TCPL is a member of the *Holston Associated Libraries, Inc.* consortium (*HAL*), entitling TCPL cardholders to use their cards at any HAL member library, subject to that institution's policies and procedures. HAL libraries include Emory & Henry College in Emory, VA; King University in Bristol, TN; and Washington County Public Library in Abingdon, VA and surrounding area.

### Confidentiality of Borrowers' Records

TCPL patron and borrowing records are strictly confidential and protected from disclosure by the Virginia Freedom of Information Act (*Code of Virginia 2.1-342*).

"Exclusions of applicable chapter . . . (public records open to inspection) . . . library records that can be used to identify both (i) any library patron who has borrowed material from a library and (ii) the material such patron borrowed." *Code of Virginia 2.2-3705*

Accordingly, when any local, state or federal official or private citizen seeks to gain access to patron information, these principles and procedures shall apply:

Library staff shall not reveal any patron data or allow access to such records. Staff shall refer individuals seeking such information to the director.

To protect the library patron against invasion of privacy, the director shall withhold any information to be used for non-library purposes until served with a legal process, order, or subpoena which specifically identifies the information required and the purpose of such a request. Upon advice of legal counsel, if defects are noted in the process, order, or subpoena, there shall be insistence made to proper persons that such defects are corrected before any records are released. No records shall be released until such process, order, or subpoena is proper and in full compliance with proper legal authority, whether local, state or federal.

## Using Library Materials

### Treatment of Materials

Borrowers are expected to handle materials with appropriate care. They may not remove book jackets or write on materials. Audio and visual materials should not be left in a car during hot or cold weather for extended periods, and should be allowed to adjust to room temperature before playing.

Library card holders may check-out print books, ebooks, audiobooks, e-audiobooks, DVDs, back issues of print magazines, e-magazines, and Standards of Learning (SOL) Kits.

### InterLibrary Loan (ILL)

Customers may request a book through interlibrary loan if it is not available from any of the HAL libraries. If an ILL book is requested but never picked up, there will be a charge of \$5.00.

### Check-Out Parameters

Material Type	Lending Period	Maximum Lent/Visit	Maximum Number of Renewals
Print Books; Magazines; and Audiobooks	14 days	25 items	3
DVDs	7 days	3	1
Ebooks, e-audiobooks & e-Magazines	Varies	Varies	Varies
Interlibrary Loans	Varies	5	0 - 1

### In-Library Use Only

Some materials must be used only in the library. These include reference books, Virginia Room materials, newspapers, current issues of magazines, maps and microfilm.

### Returning Materials

To avoid fines for overdues or damage, borrowers must return materials on time and in good condition. Materials may be returned at any TCPL library regardless of where they were checked out. All interlibrary loan materials must be returned to the library from which they were picked up, in person, to a staff member. They cannot be returned to a book drop.

### Book Drops

All locations have an after-hours book drop for user convenience. Overdue materials may be returned in the book drop and any fines due may be paid on the next visit. Materials deposited in a book drop will be checked in as of the last day the library was open.

### Renewals

The borrower may renew most materials as many as three times, by telephone, in person, or online at [www.tcplweb.org](http://www.tcplweb.org) at "My Account." Items can only be renewed online within the time-frame of 4 days before the due date through the due date. Materials which have been put on hold by another customer cannot be renewed. Interlibrary loan materials can be renewed depending on the policy of the lending library. The borrower must notify the interlibrary loan specialist at least 5 days before the due date of his desire to renew this material, and understand that permission for renewal is not guaranteed.

### Hold

Most materials may be placed on hold. Holds are filled in the order received. The requesting customer next in line will be notified by telephone, email or mail when the requested material is available. It will be held for a maximum of 7 days, and then, if not picked up, it will be released to the next customer in line or returned to the shelf. Materials can be held for pick-up at whatever branch the customer prefers.

### Courtesy Notices

Courtesy notices are sent 3 days before an item is due to remind customers that an item soon will be due back in the library.

### Overdues

Overdue fines will be charged for materials kept beyond the due date at the rate of .10 per day per item. The maximum overdue fine that will be charged is \$5.00 per item. Overdue notices are sent 7 days after an item is due. These are emailed if the borrower has provided an email address or are mailed within 2 business days. If an overdue item is not returned after the first notice is sent, a second notice will be sent 14 days after the item is due. Having overdue materials prevents customers from checking out more materials. Having unpaid overdue fines prevents customers from checking out materials until the fine is \$2.00 or less.

### Damaged Materials

If materials are returned damaged and can be repaired, a processing fee of \$3.00 to cover the cost of repair will be charged. If material is damaged beyond repair or usability, current list price plus a processing charge of \$3.00 will be assessed.

### Non-Returned Materials

Bills for non-returned items are sent after an item is 6 weeks overdue. At this time you may return the materials and only be charged an overdue fine or pay for the replacement cost of the materials plus a processing fee of \$3.00 per item. If the materials cannot be returned and the bill is paid, the borrower will be given a receipt for the materials. If the materials are returned

within six months after payment was made, the borrower will be reimbursed the cost of the item(s) less the processing fee(s). No refund will be made after six months from the date of payment for the materials.

### Payment Arrangements

Customers may make payment arrangement for payment of fines and fees. However, borrowing privileges will be blocked until the fines/fees are \$2.00 or less.

### **Other Services**

#### Computers with Internet Access

Computers are available for use in one-hour sessions. If no one is waiting for a computer sessions may be extended by library staff. Computers will automatically close down 15 minutes before the library closing time. Customers using computers must abide by the "Internet Acceptable Use Policy." If the customer does not have a library card, a guest pass may be used.

#### Computer with Assistive Technology for the Visually Impaired

Each TCPL library has a computer with a large screen monitor and keyboard with large keys for use by those who have visual impairments.

#### Printers

Customers can print from the public access computers in black and white only. Print copies can be picked up at the circulation desk.

#### Copiers

There is a copy machine available for copying in black and white or color on 8 ½ X 11, 8 ½ X 14 and 11 X 17 paper; enlarging or reducing the size of copied documents; and scanning documents and sending them to email accounts.

#### FAX

Fax Machines are available to send or receive documents.

#### Laminating

The library will do laminating at the cost listed below.

#### **Costs for Services**

Printing & Copying in black & white	.15/page
Color Copying	.30/page
Fax	
Sending	\$1.00/page
Receiving	.50/page
Laminating	.50/foot

## Fines and Fees

TYPE	AMOUNTS AND NOTES		
Overdue Materials	Per Day Per Item	Maximum Per Item	Notes
All TCPL Library Materials	.10	\$5.00	Borrowing privileges are suspended when accumulated fines are over \$2.00. Privileges will be reinstated when fines are paid.
Interlibrary Loan	As assessed by lending library	As assessed by lending library	
Failure to pick up ILL	\$5.00 per item		
Damaged Barcode	\$1.00		
Damaged or Lost DVD Or Audiobook Case	\$3.00		
Replacement Cost for Lost or Damaged Library Materials	<u>In Print</u> Retail Price	<u>Out of Print</u> To be determined	<u>Processing Fee</u> \$3.00
Interlibrary loan	As assessed by lending library		

- Fines accrue daily, except for regular closed days and holidays. Fines are calculated at the time of check-in.
- Courtesy notices are sent 3 days before due date as a reminder.
- Overdue notices are sent when an item is 7 days late and again when 14 days late.
- A 3<sup>rd</sup> notice is sent after 6 weeks as a bill for non-returned items. At this time you may either return the materials and only be charged an overdue fine or pay for the replacement cost of the materials plus processing fee.