

# NEUSE REGIONAL LIBRARY

## CIRCULATION POLICY

### POLICY #2009-01

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# NEUSE REGIONAL LIBRARY

## CIRCULATION POLICY

### POLICY #2009-01

#### I. Purpose

The Neuse Regional Library Board has adopted the following Circulation Policy to inform library personnel and the public regarding the Library's operating principles.

The Neuse Regional Library System, comprised of all public libraries in Lenoir, Greene, and Jones Counties, provides access to its circulating collection of materials to all citizens of the region meeting eligibility requirements adopted by the Neuse Regional Library Board for borrowing public library materials.

#### II. Registration

Library cards may be obtained at the Headquarters or any branch of the Library System. Identification verifying name and current address is required. Library cards are issued for three years and are renewable.

Acceptable identification is defined as a valid North Carolina driver's license or other identification with a photo and a current address, or an official photo identification card and either a utility bill, printed checks, property tax statement, cancelled mail postmarked within 30 days, or a typed lease with a current address.

For security purposes, circulation staff will take a digital photograph upon registration of the patron to be placed in their automated circulation file.

#### A. Eligibility

The following are eligible to apply for library cards at no charge:

1. Residents of Lenoir, Greene, or Jones Counties
2. Owners of property in Lenoir, Greene, or Jones Counties
3. Students or teachers in Lenoir, Greene, or Jones Counties  
(To check out videos, DVDs or software, students **MUST BE RESIDENTS OF LENOIR, GREENE, OR JONES COUNTIES**. Teachers are allowed to check out videos, DVDs, or software, but are not required to be residents of Lenoir, Greene, or Jones Counties.)
4. Owners of existing companies or corporations licensed to operate in Lenoir, Greene, or Jones Counties

## **B. Borrowing Limits**

1. When a patron first obtains a library card, the patron may check out only two items.
2. After making the first transaction, patrons may borrow library materials according to the limits shown in Appendix A, "Circulation and Renewal of Library Materials."

## **C. Library Card Renewals**

1. Patrons' library cards are valid for three years.
2. Patrons may renew library cards three months prior to the expiration date.
3. The Library Board determines the fees for transient cards.
4. Patrons must pay all fines before renewing library cards.

## **D. Lost or Missing Library Cards**

Lost library cards may be replaced at any branch location with photo identification and payment of a fee set by the Library Board. A parent/guardian is responsible for replacing a juvenile's card. A patron is responsible for all materials checked out on his/her card until the patron notifies the Library that the card is lost.

## **E. Fee Cards**

Persons not meeting eligibility qualifications for a Neuse Regional Library card may receive a card upon payment of a fee set by the Library Board. This nonrefundable, annual fee entitles the holder to all benefits provided by the Library. Valid identification must be presented to purchase a fee card, and that card must be renewed annually. Fee card patrons are eligible to participate in Video/DVD and/or Software Clubs.

## **F. Transient Cards**

Persons not meeting the above qualifications and who will be in the Neuse Regional Library area for a limited time are eligible to obtain a transient card upon payment of a fee set by the Library Board. After one month's use, this card may be renewed each month at the rate set by the Library Board. Valid identification must be presented to purchase a transient card. When the patron returns the transient card to the Library, all materials must be returned and all records must be cleared before the patron receives the refundable portion of the fee. The receipt for the transient card must be returned for a patron to receive a refund. Refunds are processed through the Business Office. Transient cardholders are not eligible to participate in Video/DVD and/or Software Clubs.

## **G. Institutional Cards**

The Library issues institutional cards; however, institutional cards are not issued through the Circulation Department or at a branch. Companies or institutions must request the institutional card by means of a letter addressed to the Library Director on the organization's

official letterhead. The letter should contain a statement of authorized users and a statement regarding responsibility. The Library Director must approve all institutional cards. Institutional cardholders are eligible for all services provided by the Library.

#### **H. Juvenile Cards**

The Headquarters and all branches of the Neuse Regional Library System issue library cards to children 4 to 17 years old. A parent/guardian must sign the library registration agreement. The parent/guardian must present valid identification in person to ensure that he/she will be responsible for lost or damaged materials.

#### **I. Internet Use Only Cards**

Persons not meeting the listed qualifications and living in the Neuse Regional Library area for a limited time are eligible for an Internet Use Only Card upon payment of a fee set by the Library Board. This monthly fee allows patrons use only of the Internet. Valid identification must be presented in order to purchase an Internet Use Only Card.

#### **J. Video/DVD and Software Clubs**

Persons 18 years and older may join the Video/DVD Club or the Software Club upon payment of a one-time fee set by the Library Board. Video/DVD and/or software borrowing privileges require photo identification and telephone verification. Video/DVD Club or Software Club members may borrow videos/DVDs or software upon payment of a fee set by the Library Board.

#### **K. School Video/DVD Collection**

This collection is designed for use in the classroom and to be helpful in the education of students. Teachers in Lenoir, Greene, or Jones Counties who meet the eligibility requirements in this policy may borrow school videos/DVDs at no charge for seven working days. (See Appendix A, "Circulation and Renewal of Library Materials.") Teachers are responsible for picking up and returning school videos/DVDs to a branch of the Neuse Regional Library System. Members of the Video/DVD Club may also borrow school videos/DVDs for three days upon payment of a fee set by the Library Board.

#### **L. Refundable Deposits**

The Neuse Regional Library requires a refundable deposit to check out certain high demand materials, such as ASVAB books. A patron is required to keep his/her receipt in order to receive a refund when the material is returned. If the material is not returned within six months, the patron forfeits the deposit, and the deposit will be used to purchase new materials.

#### **M. Interlibrary Loan**

An interlibrary loan is a transaction in which books, other library materials, or photocopies of materials are made available by one library to another upon request. An interlibrary loan must be placed through the Reference Department either in person, by telephone, or through e-mail. Patrons pay a fee set by the Library Board for borrowing

materials and for return postage. The fee must be paid when materials are checked out at the Circulation Desk. The checkout period of the lending library is observed.

#### **N. Patrons' Responsibilities**

1. Patrons should report any change in name, address, telephone number, or email address to the Library immediately.
2. Patrons are responsible for all materials checked out on their cards.
3. A patron must present a library card to check out library materials. If a patron has acceptable identification and has forgotten to bring his/her library card to the Library, that patron may check out library materials for a charge set by the Library Board.
4. If a patron loses a library card, the cardholder must notify the Library immediately. A patron is responsible for all materials checked out on his/her card until the owner notifies the Library that the card has been lost. The library card can be replaced for a charge set by the Library Board.
5. The Library reserves the right to deny service to any patron when there is reasonable doubt that he/she is the individual pictured in his/her card's record; patrons must present acceptable photographic identification in this situation.

### **III. Circulation and Renewal of Library Materials**

#### **A. Checkout Periods**

The checkout period for library materials is listed in Appendix A, "Circulation and Renewal of Library Materials."

#### **B. Renewals**

1. Library materials that may be renewed are listed in Appendix A, "Circulation and Renewal of Library Materials."
2. Library cardholders may renew library materials in person, by telephone, or through the Internet by using a pin number that can be obtained at Headquarters' Circulation Desk, any branch of the Neuse Regional Library System, or by telephone.
3. Library materials may be renewed once.
4. Renewals may only be granted after a direct request by the cardholder or the cardholder's responsible party.

#### **C. Reserves**

1. Print materials, except best-seller books and periodicals, may be placed on reserve. Paperbacks may be reserved only if they are checked out. Musical compact discs, spoken-word cassettes, and spoken-word compact discs may be reserved. Videos,

DVDs, and software cannot be reserved. Patrons may place reserves in person, by telephone, or by e-mail.

2. Patrons will be notified either by telephone, mail, or e-mail when reserved materials are available.

#### **D. Overdues**

1. The Neuse Regional Library System actively pursues overdue materials through a duly approved internal and external procedure. The Library sends notices for overdue library materials borrowed from any facility in the Library System.
2. Once an item is a day overdue, the patron cannot check out other materials until the matter is resolved. Patrons with overdue charges may not use the cards of family members or parties they are responsible for.
3. The Library reserves the right to charge overdue fines set by the Library Board on library materials kept beyond the contracted due date.
4. The decision to take legal action or to turn over a patron's account to the local credit bureau rests solely with the Library Director. The Library Director may consult with the Neuse Regional Library Board of these cases.
5. All monies received for payment for overdue fines will be deposited directly into the Neuse Regional Library budget.

### **IV. Lost or Damaged Library Materials and/or Equipment**

#### **A. Definitions**

1. Library Materials: holdings of the Neuse Regional Library System that are loaned to the public
2. Lost Materials: any borrowed print materials not returned within 60 days of the due date and any other materials not returned within 30 days of the due date
3. Damaged Materials: any returned items damaged while circulated to the borrower

#### **B. Lost or Replacement Materials**

1. The borrower's library privileges will be automatically revoked for failure to pay for lost or damaged library materials and/or equipment.
2. The Library, as a trustee of public funds, reserves the right to seek actively, through all legal means, retribution for all monies owed the Neuse Regional Library when a borrower unlawfully possesses any library materials.
3. All monies received as payment for lost or damaged materials will be deposited directly into the Neuse Regional Library budget.

4. Fines are waived when lost materials that circulate for a three-week period, such as books, periodicals, etc. are paid for or replaced.
5. Only new, unopened, same-cost replacements are accepted for videos, DVDs, and software.

### **C. Returns – Non-print Materials**

The Library will not accept non-print materials (videos, DVDs, software, etc.) that have been checked out for more than one year.

### **D. Refunds – Lost Materials**

Patrons have six months from date of payment for lost materials to be eligible for a refund for returned materials. A patron must have his/her receipt, and the item returned must be in good condition. The Circulation Department Head, Assistant Department Head, or the Extension Supervisor must approve the refund. The refund will be 75 percent of the amount originally paid by the patron. The Business Office will process the refund.

### **E. Repairs**

Library borrowers are responsible for the cost of repair of all library materials and equipment damaged while on loan to them. The standard repair charges are set by the Library Board. Book repairs include any damage that can be repaired by rebinding, resewing, or similar reconditioning operations. Borrowers must purchase books that are waterlogged, charred, chewed, ripped, and otherwise damaged. The books must be purchased at the standard price set by the Library Board.

### **F. Payment Plan for Lost or Damaged Materials**

The Library sets up a payment plan when a patron has lost or damaged materials over an amount set by the Library Board. The patron must sign an agreement presented to him/her by the circulation staff. (See Appendix B, "Payment Agreement.") A copy of this agreement will be forwarded to the Library Director. Weekly payments will be set at an amount set by the Library Board until the patron's account is cleared. Under special circumstances, the Library Director may waive the weekly payment. The Library will notify the patron of the amount due. After each payment, the Library Director will be notified. If the patron misses payments, a warrant will be served immediately to the patron.

### **G. Returned Checks**

The Neuse Regional Library shall charge a penalty fee set by the Library Board for each check returned due to insufficient funds. This is pursuant to North Carolina General Statute 25-3-506.

## **V. Privacy of Circulation Records**

- A. Circulation records will not be made available to anyone except pursuant to such process, order, or subpoena as may be authorized by law.

- B. Upon receipt of such process, order, or subpoena, consultation will be made with the legal officer assigned to the Library to determine if such process, order, or subpoena is in good form and if there is a showing of good cause for its issuing these records.
- C. The legal process requiring the production of circulation records shall ordinarily be in the form of subpoena *duces tecum*, requiring the Circulation Department Head to attend court to give his/her deposition and may require him/her to submit certain designated circulation records.
- D. Any threats or unauthorized demands (i.e., those not supported by a process, order, or subpoena) concerning circulation records shall be reported to the Library Director, who in turn may notify the Library Board or may seek legal counsel.
- E. Any problems relating to the privacy of circulation records not provided for in the above four paragraphs are to be referred to the Library Director, who in turn will notify the Library Board.

## **VI. Video/DVD and Software**

### **A. Patron Registration**

1. For video/DVD or software privileges:
  - a. The patron must be at least 18 years old and have current identification proving age and residency. A patron under 18 years old may join the Software Club; however, a parent or guardian must provide identification, telephone verification, and sign the Software Circulation Agreement.
  - b. A North Carolina Driver's License is the best item for verifying identification. If a patron is over 18, a company I.D. or a credit card plus a listing in the city directory or telephone book or an electric bill or telephone bill showing the patron's name and address is acceptable for verifying proof of residency.
  - c. A registered borrower's library records will be accepted as proof of age and residency provided that he/she has been registered for at least one year and has no overdue books or materials.
2. The patron must have a valid telephone number. If a patron is living in a parent's home, he/she may use that number provided it is listed in either the telephone book or the city directory. If the telephone number is unlisted, a patron may bring a copy of a telephone bill or check book showing the name and telephone number. An employer's telephone number will be accepted provided proper proof of residency (I.D. card, insurance card, or check stub) is presented along with proof of employment. The patron must have been employed at the job for at least one year.
3. The patron must have a library card in order to join the Video/DVD Club or Software Club. Provided the patron meets all criteria for telephone number and residency, no references are required.

4. Patrons must sign the Video/DVD Circulation Agreement or the Software Circulation Agreement filed in the Circulation Office. (See Appendices C, "Video/DVD Circulation Agreement," and D, "Software Circulation Agreement.")
5. To join the Video/DVD Club or Software Club, the patron will pay a one-time fee. This fee bestows membership in these clubs as long as the patron's library card is valid. The amount of the fee will be set by the Library Board. The fee will be used for the future development of the video/DVD or software collection.
6. If a library card expires, the patron must re-register for the Video/DVD or Software Clubs and pay the fee set by the Library Board.

## **B. Circulation of Videos, DVDs and Software**

1. The patron must have a valid library card and join the Video/DVD Club or the Software Club to check out videos/DVDs or software.
2. Starting the fourth day after checkout, an overdue fine will be charged per day per video/DVD or software. The fine will be set by the Library Board.
3. A patron may not renew videos/DVDs or any type of software.
4. Videos/DVDs or any type of software circulates for three days with the day of checkout serving as the first day; however, videos/DVDs or software checked out on Friday are not due until Monday.
5. The patron may check out only five videos/DVDs at any given time.
6. The patron may check out only three software items at any given time.
7. The patron will not be charged for replacements if mix-ups or damaged videos/DVDs or software are checked out to patrons.

## **VII. Staff Borrowing Privileges**

- A.** All staff members are eligible to check out library materials, including videos/DVDs and software, free of charge.
- B.** Staff members may check out two videos/DVDs and two software for a three-day period.
- C.** Staff members may borrow one new release (added within the last 30 days) for videos/DVDs and/or software for one night only Monday-Thursday. Staff will pay the same fee as the public for new releases for videos/DVDs and/or software checked out Friday-Sunday.
- D.** Staff members are responsible for returning materials on time. An employee with an overdue item may not check out other items.
- E.** Staff privileges can be revoked if the above policies are not followed.

### **VIII. Self-Checkout Stations**

- A.** The Library offers two self-checkout stations to patrons at the Headquarters Library. Safeguards are in place to prevent patrons from removing materials from the Library without being checked out. Patrons are responsible for ensuring that their items are checked out before they leave the Library; the removal of such materials will be considered an act of theft without immediate notification of library staff.
  
- B.** While these self-checkout stations are designed to be used by the patron without assistance from library staff, help is available when needed from the staff at the Circulation Desk. Online help is also available on the touch-screen interface at each self-checkout station.

Revised and adopted by the Neuse Regional Library Board  
June 25, 2009

## Appendix A

# Circulation and Renewal of Library Materials

The following policies govern the circulation and renewal of library materials:

Type of Material	Checkout Period	Renewals	Checkout Limits (After the first transaction)	May be reserved?
Books (including titles that require a refundable deposit)	3 weeks	One additional three-week period unless the material has been placed on patron reserve or is overdue	50 items per card 5 items per subject area	Yes
Best Seller Books	1 week	No	3	No
Paperbacks	3 weeks	One additional three-week period unless the material has been placed on patron reserve or is overdue	50 items per card	No
Videos/DVDs	3 days	No	5	No
Circulating Periodicals	1 week	No	5	No
Software	3 days	No	3	No
Compact Discs	3 weeks	One additional three-week period unless the material has been placed on patron reserve or is overdue	5 (may be a combination)	Yes
Spoken-Word Cassettes and Compact Discs	3 weeks	One additional three-week period unless the material has been placed on patron reserve or is overdue	10 (may be a combination)	Yes
Children's Cassettes, and Compact Discs	3 weeks	One additional three-week period unless the material has been placed on patron reserve or is overdue	5 (may be a combination)	Yes
Story Time Kits	3 weeks	No	2	Yes
School Videos/DVDs	7 school days (does not include weekends)	One additional seven-day period unless the material has been placed on patron reserve or is overdue	5	Yes
Interlibrary Loans	Determined by lending library	Determined by lending library	5	No

Library cardholders may renew library materials in person, by telephone or through the Internet with a pin number, which can be obtained at the Headquarters' Circulation Desk or any branch of the Neuse Regional Library System. Renewals may only be granted after a direct request by the cardholder or the cardholder's responsible party.

## Appendix B

# NEUSE REGIONAL LIBRARY SYSTEM

## Payment Agreement

Date \_\_\_\_\_

I, \_\_\_\_\_, agree to pay \_\_\_\_\_ a week on the lost/damaged material until the balance is paid in full. If payment is missed, I understand that a civil warrant will be issued by the magistrate for the balance due.

\_\_\_\_\_  
Patron's Signature

\_\_\_\_\_  
Approved By Library Director

## Appendix C

DATE \_\_\_\_\_

LIBRARY CARD NUMBER \_\_\_\_\_

### **NEUSE REGIONAL LIBRARY SYSTEM** **VIDEO/DVD CIRCULATION AGREEMENT**

The following are the rules and procedures for participating in the Video/DVD Club of the Neuse Regional Library:

Videos and DVDs are the property of the public library; therefore, they are considered city-county property.

Federal law prohibits the reproduction of all copyrighted videos.

Members of the Video/DVD Club are liable to the public library and the city and county for replacement or replacement costs for any borrowed videos/DVDs that are lost, stolen, damaged, altered or destroyed while checked out.

Patrons who replace or pay for videos/DVDs are still responsible for all fines accumulated while the item is past due.

The replacement cost is a minimum of **\$40.00** for a video cassette or **\$25.00** for a DVD with a maximum based on the actual cost of the lost or damaged videos/DVDs.

Only new, unopened, same item replacements will be accepted.

**All** borrowed videos or DVDs must be returned on the given due date. A late charge of **\$1.00** per day per item, with no maximum, will be charged.

All borrowed videos/DVDs must be returned to the Circulation Desk staff. Returned videos and DVDs **are not to be placed in the outside return box** because of possible damage from extremes in heat and cold. If material is damaged in the book drop, the Video/DVD Club member is responsible.

All videos must be rewound before they are returned. A charge of 50 cents per video will be charged for all videos that library personnel must rewind.

**The card holder is financially liable for all videos/DVDs borrowed on this card.**

**By signing this agreement, I hereby acknowledge that I agree to and understand the preceding rules and procedures, and that I am liable for all videos/DVDs borrowed on this card.**

Signature \_\_\_\_\_

Telephone Verification \_\_\_\_\_

## Appendix D

DATE \_\_\_\_\_

LIBRARY CARD NUMBER \_\_\_\_\_

### **NEUSE REGIONAL LIBRARY SYSTEM** **SOFTWARE CIRCULATION AGREEMENT**

The following are the rules and procedures for participating in the Software Club of the Neuse Regional Library:

The software is the property of the public library; therefore, it is considered city-county property.

Federal law prohibits the reproduction of all copyrighted software programs.

Members of the Software Club are liable to the public library and the city and county for replacement or replacement costs for any borrowed software that is lost, stolen, damaged, altered or destroyed while checked out. Patrons who replace or pay for software to be replaced are still responsible for all fines accumulating while the item is past due.

**All** borrowed items must be returned on the date agreed upon. If software is not returned on the agreed due date, a late charge of **\$1.00** per day per item will be charged until the item is returned.

The replacement cost is a minimum of **\$25.00** with a maximum based on the actual cost of the lost or damaged software.

Only new, unopened, same item replacements will be accepted.

All borrowed software must be returned to the Circulation Desk staff. Returned software **is not to be placed in the outside return box** because of possible damage from extremes in heat and cold. If material is damaged in the book drop, the Software Club member is responsible.

**The cardholder is financially responsible for all software borrowed on this card.**

**By signing this agreement, I hereby acknowledge that I agree to and understand the rules and procedures of this agreement, and that I am liable for all software borrowed on this card.**

Signature \_\_\_\_\_

Parent/Guardian \_\_\_\_\_  
(This agreement must be signed by a parent or legal guardian if patron is under 18.)

Telephone Verification \_\_\_\_\_