

NEUSE REGIONAL LIBRARIES

CIRCULATION POLICY

POLICY #2018-01

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CIRCULATION POLICY

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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 Libraries, comprised of all public libraries in Lenoir, Jones, and Greene 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.

As a member of the NC Cardinal resource-sharing consortium, the Library has agreed to comply with all policies set forth by NC Cardinal for its member libraries.

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 government-issued identification with a photo and a current address, or an official photo identification card and either a utility bill, printed checks, property tax statement, canceled mail postmarked within 30 days, or a typed lease with a current address.

A. Eligibility

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

1. Residents of Lenoir, Jones or Greene Counties
2. Residents of NC Cardinal libraries as detailed in NC Cardinal's policies
3. Owners of property in Lenoir, Jones, or Greene Counties
4. Students or teachers in Lenoir, Jones, or Greene Counties
5. Owners of existing companies or corporations licensed to operate in Lenoir, Jones or Greene Counties

B. Borrowing Limits

Patrons may borrow library materials according to the limits shown in Appendix A, "Circulation and Renewal of Library Materials." Exceptions may be made contingent upon the approval of Library administration.

C. Library Card Renewals

Patrons' library cards are valid for three years. Records will be deleted from the system at the discretion of Library administration. Records will only be deleted if any existing fines are less than an amount determined by the Library Board.

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 their card until the patron notifies the Library that the card is lost.

E. Fee Cards

Persons not meeting eligibility qualifications for a Neuse Regional Libraries 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.

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

G. Juvenile Cards

The Headquarters and all branches of the Neuse Regional Libraries 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 they will be responsible for lost or damaged materials.

H. Student Access Accounts

The Library, through partnership with NC Cardinal and the local public and private schools, provides free accounts to all students with a school-assigned identification number. These

accounts are created through individual agreements with each school system and parents may opt out at any time.

I. eBooks, eAudiobooks, and eMagazines

The Library is a member of an eResource consortium through which patrons can check out eBooks, eMagazines, and eAudiobooks. Materials are mostly shared with other members of the consortium, with some copies of popular titles available just for Neuse Regional Libraries patrons. Not all titles are available; requests should be referred to the staff member who purchases digital materials.

J. NC Cardinal

Materials that are not available at a Library within the Neuse Regional Libraries may be requested from any NC Cardinal member Library through the online public access catalog (OPAC) or through library staff. Conversely, the Library's materials are available to be placed on reserve at any other NC Cardinal Library after an initial six (6) month age protection period. Any material borrowed through NC Cardinal will be subject to the same check out limits and fees as local materials, and is subject to any additional policies enacted by the NC Cardinal consortium. More information and policies can be found at the State Library's website for NC Cardinal, The Nest (<http://statelibrary.ncdcr.libguides.com/thenest>).

K. Patrons' Responsibilities

1. Patrons should report any change in name, address, telephone number, or email address to the Library.
2. A patron must present a library card or acceptable identification for account retrieval in order to check out library materials.
3. If a patron loses a library card, the cardholder must notify the Library immediately. A patron is responsible for all materials checked out on their 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.
4. The Library reserves the right to deny service to any patron when there is reasonable doubt that they are the owner of the card presented; patrons must present acceptable photographic identification in this situation.

III. Circulation and Renewal of Library Materials

A. Check Out Periods

The check out 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 OPAC by using their pin numbers (by default the last 4 numbers on their library cards).
3. Library materials ~~may~~ will be automatically renewed once if no reserves have been placed on the material.
4. Renewals may only be granted after a direct request by the cardholder or the cardholder's responsible party.

C. Reserves

1. Materials, excluding periodicals, may be placed on reserve. Audiobooks, DVDs older than three months, and eBooks may be reserved. New DVDs cannot be reserved. Patrons may place reserves in person, by telephone, by email, or through the OPAC's automated interface.
2. Patrons will be notified either by telephone, mail, text message, or email when reserved materials are available.

D. Overdues

1. The Neuse Regional Libraries actively pursue the return of overdue materials. The Library sends notices for overdue library materials borrowed from any facility in the Library System.
2. The Library does not charge overdue fines on juvenile and young adult materials. Patrons are still responsible for the replacement cost of lost or damaged items.
3. 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.
4. The Library reserves the right to charge overdue fines set by the Library Board on library materials kept beyond the contracted due date.
5. The decision to take legal action or to turn over a patron's account to the local credit bureau rests solely with the Director of Libraries. The Director of Libraries may consult with the Neuse Regional Library Board on these cases.
6. All monies received for payment for overdue fines will be deposited directly into the Neuse Regional Libraries budget.

IV. Lost or Damaged Library Materials and/or Equipment

A. Definitions

1. Library Materials: holdings of the Neuse Regional Libraries that are loaned to the public/
2. Lost Materials: any borrowed materials not returned within 48 days of the due date.
3. Damaged Materials: any returned items damaged while circulated to the borrower

B. Lost 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 Libraries 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 Libraries budget.
4. Fines are waived when lost materials that circulate are paid for or replaced.

C. Returns – Materials

The Library will not accept materials 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. The item returned must be in good condition. The Circulation Department Head or Assistant Department Head 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. NC Cardinal Materials

Materials borrowed from other NC Cardinal Libraries are subject to the same policies regarding lost and damaged materials.

V. Privacy of Circulation Records

- A.** In accordance with GS § 125-18, circulation records will not be made available to anyone except pursuant to such subpoena as may be authorized by law. The Director of Libraries must be notified immediately upon receipt of such subpoena.

- B. Any threats or unauthorized demands (i.e., those not supported by a process, order, or subpoena) concerning circulation records shall be reported to the Director of Libraries, who in turn may notify the Library Board or may seek legal counsel.
- C. Any problems relating to the privacy of circulation records not provided for in the above ~~four~~ paragraphs are to be referred to the Director of Libraries, who in turn will notify the Library Board.

VI. DVDs and eBooks

A. Circulation of DVDs

1. The patron must have a valid library card. Patrons must be 18 years or older to check out DVDs.
2. DVDs circulate for seven days. Starting the eighth day after check out, an overdue fine will be charged per day per DVD. The fine will be set by the Library Board.
3. A patron may not renew DVDs.

B. Circulation of eResources

1. The patron must have a valid library card with no fines or fees to check out eResources.
2. eResource circulation times vary but generally patrons are given the option to circulate for seven (7), fourteen (14) or twenty-one (21) days.
3. eBooks may not be renewed.
4. All eBooks will be returned automatically. Patrons may check books in early as a courtesy to other patrons on reserve.

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Appendix A

Circulation and Renewal of Library Materials

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

Type of Material	Check Out Period	Renewals	Check Out Limits	May be reserved?
Books	3 weeks	One additional three-week period unless the material has been placed on patron reserve	50 items per card 10 items per subject area	Yes
DVDs	7 days	No	7	Yes
Periodicals	1 week	Yes	10	No
Audiobooks	3 weeks	One additional three-week period unless the material has been placed on patron reserve	10 (may be a combination)	Yes
eBooks	Variable	No	4 – e-iNC 5 – NC KIDS	Yes

Library cardholders may renew library materials in person, by telephone or through the OPAC with a pin number, which is, by default, the last four digits of the patron's library card number. Renewals may only be granted after a direct request by the cardholder or the cardholder's responsible party.

Appendix B

Current Schedule of Fines and Fees

Annual fee card for non-residents (See Circulation Policy II-G)	\$ 10.00 nonrefundable
Replacement for lost library card (See Circulation Policy II-F)	\$ 1.00
DVDs	\$1.00 per DVD
Fax	\$1.00 per page
Notary	\$5.00 per signature
Scans	\$0.50 per page / \$3.00 (maximum)
Printing/Copier	\$0.15 Black and White / \$0.50 Color
Laminating	\$1.00 / sheet
3D Printing	\$1.00 + \$0.10 / gram
Digital Devices (Take-Home)	\$10.00 refunded upon return

Appendix C

Current Schedule of Overdue Fines

Overdue fines: Books, Periodicals, Audio– Adult	\$ 0.15 per day per book; maximum fine – \$5.00 per item
Overdue fines: Books, Periodicals, Audio – Juvenile and Young Adult	No fines - patrons are still responsible for replacement costs for lost items
Overdue fines: DVDs (Includes adult & Juvenile)	\$1.00 per day per DVD; maximum fine – \$5.00 per item