

## **Circulation Policies**

### **Purpose:**

The circulation policies of the Pasquotank County Library (PCL) exist to facilitate community access to the materials and information in the library's collections, while insuring these same collections are available in good condition for all residents.

### **Policies**

- Library Card Policy
- Material Loan Limits and Loan Periods
- Renewal Policy
- Fines and Fees
- Overdue Notices
- Library Material Hold Policy

Pasquotank County Library's circulation policies are intended to be in accord with the American Library Association's Library Bill of Rights.

### ➤ **Library Card Policy**

#### **Policy Statement:**

The Pasquotank County Library issues library cards to facilitate loan of materials, to enable the library to keep an accurate record of which materials are on loan to patrons and prevent fraudulent borrowing of materials.

#### **Regulations:**

### **Obtaining a Library Card**

1. A library card is free to any citizen who lives in the East Albemarle Regional Library System (Pasquotank, Camden, Currituck, and Dare). If you do not live in one of the four counties, you must pay yearly fee of \$15.00 to obtain a library card (except for the military and county employees). In order to get a card you must furnish identification (e.g. current North Carolina driver's license, rent receipt, property tax receipt, utility receipt...) On the library card application, the applicant must:
  - a. provide his or her full, legal name, address, and date of birth.
  - b. include the driver's license number if the applicant has one
2. Acceptable photo ID and proof of current address shall be one or more of the following:
  - a. valid North Carolina driver's license or other government issued photo ID with current address
  - b. utility bill or utility installation receipt
  - c. checks printed with borrower's name and address
  - d. property tax statement or receipt
  - e. canceled mail, postmarked within the last two weeks
  - f. typed lease that shows the address

- g. Department of Motor Vehicles-issued change of address card
  - h. rent receipt
  - i. vehicle registration
  - j. Current County Employee ID
3. Residents who cannot verify East Albemarle Regional Library (EARL) residency or temporary residents with one of the above documents are eligible to receive a COMPUTER USE ONLY library card. They must pay the \$15.00 yearly fee to get the card upgraded to borrowing privileges.
  4. Individuals with permanent address outside of North Carolina can receive a guest pass upon presentation of acceptable photo ID. Patrons with guest pass will be allowed to use ONLY the public computers.
  5. Anyone under the age of 18 and/or with position of a valid driver's license who is a resident of the region served by the East Albemarle Regional Library can receive a library card after completing an application and securing the signature of his/her parent or legal guardian. In order for a child to obtain a library card their parent/guardian must have a card.
  6. Emancipated minors who have proof of their court ordered emancipation and are residents of the region served by the EARL system may receive an adult card without parental consent.

### **Renewal of Library Cards**

All library cards are valid for two years. At the end of the second year, patrons will be asked to verify their address and phone number.

### **Use of Library Cards**

Patrons can maintain full library privileges by:

- a. returning materials on or before the due date
- b. adhering to the borrowing limits for all types of material
- c. paying for lost or damaged materials before the item is 6 weeks overdue
- d. keeping the amount of money owed below \$5.00.
- e. promptly informing the library of any change of address or phone number

Patrons must provide a library card to check out materials. However, if the patron has a library card and they forget to bring it they must show a picture ID to check out material.

### **Lost, Stolen, or Previously Issued Library Cards**

1. Patrons must report lost or stolen cards in order to avoid being held responsible for materials checked out on their cards.
2. There is a charge of \$1.00 to replace a lost library card.
3. In the event that a card is reported stolen, the staff has the option of waiving the replacement fee.
4. If a patron reports a card lost or stolen, the patron must provide identification in order to get a new library card in addition to paying the \$1.00 replacement fee.

5. Children under the age of 18 who do not have picture ID, must give their address and phone number in order to get a new card in addition to paying the \$1.00 replacement fee. The address and phone number must match exactly those on the patron's account in the circulation system. In the event that the address and phone number do not match, the child must bring a parent with them in order to get a new library card.
6. If a patron comes to the circulation desk with a previously issued library card, i.e. a card that has been replaced with another card, the patron must show identification before the staff person will look up the current card number. Staff will collect the in-active card.

### **Patron Responsibilities**

1. Because the Pasquotank County Library verifies the identity of all library card applicants, the individual named on the account is responsible for all fines and fees assessed to that account.
2. A library patron is responsible for all materials checked out on his or her card or on the cards of children for whom he/she has signed library card applications regardless of who checked the items out.
3. All lost or stolen library cards should be reported immediately because the owner of the card is responsible for all items checked out on the card until the card is reported lost or stolen.
4. When a patron moves, it is the responsibility of the patron to inform PCL of the new address.

#### **➤ Material Loan Limits and Loan Periods**

##### **Policy Statement:**

PCL sets loan periods and loan limits in order to provide patrons with fair and reasonable access to the library's resources. The PCL sets limits on the length of time that an individual can keep a specific type of material in order to more fairly distribute limited resources such as audio-visual materials. The limit also reflects the fact that it takes more time to utilize some types of materials than others.

##### **Definitions:**

A loan period is the total number of hours, days or weeks that one patron can keep a specific item.

A loan limit is the total number of items of a specific type or total value that any one patron can have on loan at one time.

A visitor is an individual who lives outside of the EARL region and has not paid for a non-resident card.

A non-resident is an individual who lives outside of the EARL region and has paid an annual fee for a library card.

A verified borrower is an individual who has provided the library with written proof that he resides in the East Albemarle Library region.

##### **Regulations:**

1. Books and magazines, with the following exceptions, are lent for a period of 21 days. The exceptions are:

- a. a. New Adult Fiction: 14 days
- b. Reference Books: 1 day (At the discretion of the Information Services Assistant)
- c. DVDs: 14 days

PCL also sets the following loan period limits on non-book items:

- d. Music CDs: 21 days
- e. Audiobooks 21 days
- f. Magazines: 21 days

Genealogy items and newspapers do not circulate.

- 2. The material loan limits exist to enable fair access to the Library's resources. Patrons are limited to borrowing according to the following limits:
  - a. 12 DVDs
  - b. 7 Periodicals
- 3. Patrons may borrow multiple copies of the same title at the same time unless the title has holds, in which case no patron may have more than one copy of a title at one time.
- 4. All borrowed materials must be returned to the main library, bookmobile book drop, or a member library of the East Albemarle Regional Library System. Items returned to a non-EARL library will accumulate overdue fines until the item is returned to an EARL library and discharged.
- 5. When the renewal limit has been reached, it is the patron's responsibility to return the item or incur a fine.

➤ **Renewal Policy**

**Policy Statement:**

PCL allows patrons to renew library materials as a courtesy to patrons who have not completed their use of an item. Limits on renewals exist so that all patrons can have an equal opportunity to use the library's materials.

**Definition:**

A renewal is an extension of the original loan period.

A blocked account is one where borrowed materials are five weeks past due or the patron owes more than \$5.00.

**Regulations:**

- 1. Renewals are granted dependent upon:
  - a. material type
  - b. the presence of a request for the material by another patron
- 2. Reference materials cannot be renewed. All other materials may be renewed twice providing a hold for the material has not been placed by another patron.
- 3. One additional renewal beyond the original two can be granted at the discretion of the circulation staff. So that other patrons may have a chance to find the item by browsing, materials will not be renewed consecutively more than three times.

Items must be returned to the shelf for 24 hours before being checked out again to the same patron (subject to staff discretion).

4. Library materials can be renewed in person or by phone or through the library's on-line catalog on the East Albemarle Regional Library website.
5. Overdue materials can be renewed if the patron's record is not blocked; however any fines incurred prior to the renewal will be added to the patron's account.
6. To maintain the integrity of the reserve system, items for which other patrons have placed holds may not be renewed.
7. When the renewal limit has been reached, it is the patron's responsibility to return the item or risk incurring a fine or lost book charge.
8. Staff will provide patrons with the new due date whenever an item is renewed. If an item is renewed over the phone, it is the patron's responsibility to record the new due date.
9. If the patron's account is blocked, materials cannot be renewed.
10. Renewal requests for Interlibrary Loan materials can only be granted by the Information Service Assistant. Renewals must be requested at least five days before the item is due to give library staff time to contact the owning library. The decision of the owning library is final.

### ➤ **Fines and Fees**

#### Policy Statement:

PCL charges fines as an incentive for patrons to return materials in a timely manner so that other patrons can have access to the items. PCL charges fees to offset the cost of recovering and replacing lost and damaged library materials.

#### Definitions:

A fine is a variable charge imposed for the late return of library materials.

A fee is a fixed charge imposed to cover the cost of processing replacement library materials or recovering or replacing lost ones.

#### Regulations:

#### **Overdue Fines**

1. There will be a five-day grace period for all library materials borrowed from an East Albemarle Regional Library facility. Items returned after the five-day grace period will be charged fines retroactive to the first day of the grace period.
2. Items not returned during the end of the grace period will be charged 10 cents per day until a total of \$25.00 per item has been reached or the cost of the item, whichever is less.
3. There is no grace period for overdue Interlibrary Loan books. The overdue fine for overdue Interlibrary Loan books is 25 cents per day. Charges will begin to accumulate the first day the book is overdue.

#### **Suspension of Borrowing Privileges**

1. Borrowing privileges will be suspended when the amount of money owed reaches or exceeds \$5.00 in fines and/or fees.

2. No fines will be charged on the days the library is closed.
3. PCL does not send out notices of fines incurred or monies owed except as a part of overdue notices.

### **Miscellaneous Fines and Fees**

1. PCL reserves the right to pass on the cost of fees incurred when borrowing an item for a patron through interlibrary loan whether the patron picks up the item or not.
2. A fee of \$1.00 per incident is charged for the replacement of a library card and should be paid at the time the card is issued.
3. PCL charges the following fee for copying or printing per page:
  - 15 cents per page b/w 8.5x11 inch (letter) or 8.5x14 inch (legal)
  - 20 cents per page b/w 11.5x17 inch (tabloid),
  - 75 cents per page color 8.5x11 inch or 8.5x14 inch
4. PCL charges the following fee for faxing:
  - \$1.00 for sending local and 1-800 numbers (\$.25 each additional page/ maximum of 10 pages per transaction)
  - \$1.75 for the 1st page and \$1.00 each additional page for long distance (maximum of 20 pages per transaction)
  - \$1.00 to receive a fax
  - \$5.00 (per test) Proctoring Test
  - Notarizing – Fee \$5.00

### **Fines and Fees for Lost and Damaged Materials**

1. Once items have been kept overdue for one (1) year after the due date, the item will be assumed to be lost and will automatically be marked lost on the patron's record.
2. The library adds a \$2.00 processing fee to the cost of replacing any lost library materials.
3. The library reserves the right to charge a fee to cover the cost of lost or damaged materials. Charges will be imposed for lost or damaged video, DVD, CD or audio book cases at their replacement cost. (See attached chart.)
4. The replacement cost of lost books, magazines, audio books, videos, DVDs, and music CDs will be based on the current retail price of the item entered into the cataloging record for the item or the default price if no price is listed.
5. Patrons will receive a receipt for payment received when paying for a lost item.
6. If an item is paid for any overdue fines incurred on the item will be waived.
7. The full cost of the item shall be assessed for any items returned damaged if the extent of the damage renders the item unusable.
8. The patron may keep any damaged items for which they have paid.
9. The replacement cost of any lost Interlibrary Loan materials will be determined by the owning library. This may include additional fees beyond the cost of the lost item.

### **FEE SCHEDULE**

#### **Lost Material:**

- Headset: \$5.00
- DVD case: \$3.00

- CD: 1 – 12 capacity case: \$5.00
- CD: 13 – 24 capacity case: \$7.00
- Lost Booklet packaged: \$2.00
- Music CD: \$1.00
- Book Jacket: \$3.00
- Book, Magazine, DVD, CD: Retail price

**Damaged Material**

Erasable Pencil Marks	No Charge
Marks or damages that make the book unreadable	Retail Price
If patron denies making the marks (make note of the marks in the back of the book)	No Charge
Damaged Barcode	\$1.00
Torn pages	\$.50 per page

➤ **Overdue Notices**

**Policy Statement:**

PCL sends overdue notices to patrons as a courtesy to remind them of materials kept past the due date.

**Definitions:**

An overdue item is an item that has not been returned to the library by the due date.

An overdue notice is a mailed or e-mailed notice listing library materials that have been retained past the due date.

**Regulations:**

1. The first overdue notice will be mailed or e-mailed to patrons when materials checked out on the patron's card have been kept 14 days past the due date.
2. The second overdue notice will be mailed or e-mailed to patrons when materials checked out on the patron's card have been kept 28 days past the due date.
3. The third notice will be mailed to patrons when materials checked out on the patron's card have been kept 6 weeks past the due date. At this point, the patron's record will be blocked and borrowing privileges will be suspended.
4. The library does not mail notices for fines incurred or monies owed.
5. Patrons with email addresses on file will receive a courtesy notice prior to the due date of materials.
6. Patrons with email addresses on file will receive first and second overdue notices by email. Final notices will be mailed.

➤ **Library Material Hold Policy**

**Policy Statement:**

PCL accepts holds for library materials in order to provide access to high demand materials and materials located at the various East Albemarle Regional Library branches.

**Definitions:**

A hold is a request, placed by a patron, for an item from the collection to be held in their name for

future pickup from a designated location.

Regulations:

1. All library patrons in good standing may place holds on library materials.
2. Patrons with blocked records may not place holds on materials.
3. There is no charge for placing a hold on library materials.
4. Reference and microfilm items may not have holds placed on them.
5. Holds must be picked up in person within 3 business days of being notified the hold is available and can only be checked out on the card upon which the reserve was placed.
6. Patrons may place holds in person, by telephone, and via the East Albemarle Regional Library online catalog. Patrons are blocked from placing holds through the online catalog if their records are blocked or they have items overdue.
7. Patrons may call and request their hold be sent to another East Albemarle Regional Library branch for pickup if they cannot get to the original holding library.
8. Patrons will be notified by phone or email that the held item is available for pickup.
9. Patrons may place a hold on on-order items as soon as they are listed in the online catalog.
10. Patrons may place a hold on more than one copy of an item at the discretion of the circulation staff.
11. Holds will remain active for six months. If the hold has not been filled by that time, patrons will receive a notice from the library that their hold has been cancelled.

Approved by the Pasquotank County Library Board of Trustees January 27, 2020.

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