

FARMVILLE PUBLIC LIBRARY

CIRCULATION POLICY

*Adopted by the Board of Commissioners on May 5, 2013
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I. Library Cards: Eligibility & Registration

A Farmville Public Library card must be presented at the Library to check out materials.

Eligibility may be established with the following:

- a valid form of identification with proof of address on the card (North Carolina driver's license, state identification card, military identification card, school identification card)
OR
- if the current address is not included on the identification card, then documentation (recent utility bill, personal checks, property tax statement, or a typed lease with the current address), in addition to a photo ID, will be accepted.

A. Patron Types

Library cards will be issued according to the following patron types:

1. Adult

Individuals over the age of 18 years will be issued an Adult library card with proof of identification and address.

2. Young Adult

Individuals between the ages of 13 and 17 will be issued a Young Adult library card. To establish eligibility to obtain a library card, the child's parent or legal guardian must furnish above proof of identification and address. The adult who takes responsibility for the child is responsible for all items checked out, fees, etc. The responsible party must have a library card before a card will be issued to the child.

If the young adult has the required proof of identification and address to establish eligibility themselves then a responsible party is not required. The card holder will be responsible for all items checked out, fees, etc.

3. Juvenile

Children between the ages of 5 and 12 will be issued a Juvenile library card. To establish eligibility to obtain a library card, the child's parent or legal guardian must furnish above proof of identification and address. The adult who takes responsibility for the child is responsible for all items checked out, fees, etc. The responsible party must have a library card before a card will be issued to the child.

B. Residency

1. Pitt County Residents

All Pitt County residents age 5 and older are eligible for a free library card. A valid North Carolina driver's license or North Carolina ID with correct address is required.

2. Non-Residents

- a. **Free Registration.** Individuals who work for the Town of Farmville or Pitt County, work or attend school in Pitt County, own property or a business in Pitt County, but live outside of Pitt County lines, may obtain a library card at no cost by furnishing above proof of identification, address and appropriate paperwork.
- b. **Fee Card.** Persons not meeting eligibility qualifications for a Farmville Public Library card may receive a library card by paying a nonrefundable fee of \$10.00. This nonrefundable fee entitles the holder to all benefits provided by the library and is valid for three years. Valid identification with current address must be presented to purchase a fee card.

C. Card Renewal

All cards are updated for information every three years. Patrons are responsible for alerting library staff to update name changes, address changes, telephone number changes, etc. as they occur; proof of address will be required to renew a card if mail to the existing address has been undeliverable. A Child card may be updated by the responsible party without the child being present.

D. Replacement Cards

The charge for replacing a lost card is \$1.00. Cardholders are responsible for all materials checked out on their cards up to the time when they report their card missing. When requesting a replacement card the card holder must provide above proof of identification and address.

There is no charge to replace a library card that has been worn beyond further use. Patrons must turn in the worn library card upon receiving a new library card.

E. NC Cardinal Members

Farmville Public Library is a member library in the NC Cardinal consortium. Because of this, patrons from other NC Cardinal libraries are offered the same services as patrons of Farmville Public Library. Patrons from another NC Cardinal library must present their home library's library card for checking out materials and for computer access.

II. Loan Periods & Limits

The following loan periods and limits have been adopted by the Town of Farmville and Farmville Public Library Board to provide library patrons with an adequate amount of time to both use library materials and return them so that they are available in a reasonable amount of time for other patrons:

A. Loan Periods

- Books – 3 weeks
- Books on CD – 3 weeks
- Periodicals – 3 weeks
- DVDs – 1 week
- Wireless Hotspots – 1 week

B. Limits

A maximum of 20 items may be checked out to a card at any time. The following limits also apply:

- DVDs – limit of 3
- Wireless Hotspots – limit of 1

C. Renewals

Most items can be renewed one time only. The following types of items may NOT be renewed:

- Items with holds
- DVDs
- Wireless Hotspots

Items may be renewed the following ways:

- Online – with library card number and PIN
- In person
- By telephone

D. Non-Circulating Items

For preservation and access purposes, certain items may not be checked out:

- Reference books
- Items contained in the North Carolina Room

E. Return of Items

Items may be returned by bringing them into the library and giving them to a library staff member, or placed in the outside book drop 24 hours a day. The following items should NOT be placed in the book drop when returning:

- DVDs
- Books on CD
- Wireless Hotspots
- Fines for overdue items

Patrons who return items in the outside book drop before entering the Library may have to wait until the drop is emptied to checkout if they have reached the limit for certain material types.

III. Fines and Fees

A. Overdue Materials

Overdue fines are assessed for items returned more than one business day past their due date. Overdue fines are assessed only on days the library is open. Overdue fine rates are as follows:

- Books – 0.25 cents per day
- Books on CD – 0.25 cents per day
- Periodicals – 0.25 cents per day
- DVDs – \$1.00 per day
- Wireless Hotspots - \$2.00 per day

B. Maximum Fines

All materials carry a maximum fine of \$15.00 per item except for Wireless Hotspots (see Wireless Hotspot Lending Agreement).

C. Verbal Reminders

Patrons will be verbally reminded about any outstanding fines or fees on their account each time they request to have their account looked up by a library staff member.

D. Overdue Notices

The Library actively pursues overdue materials through a duly approved internal and external procedure. Once an item is a day overdue, the patron may not check out other materials or access the Library's computers until the matter is resolved. Patrons with overdue charges may not use the cards of family members or parties they are responsible for.

Courtesy reminders are sent via email (to those with a valid email address) three days before an item is due. Overdue notices are delivered through the mail 7 and 21 days after an item is due. Overdue notices are sent as a courtesy and failure to receive a notice will not be considered grounds for waiving a fine, as library users are responsible for keeping track of the due date of their library material. After 90 days all overdue items will be declared lost and the patron will be charged for each item.

E. The Safekeeping of Materials

Patrons are responsible for the safekeeping of materials checked out on their library card.

1. Lost Materials

Patrons who lose materials will be charged the list price of the item at the time it was purchased.

2. Replacement Copies

The Library does not accept replacement copies in lieu of paying for lost or damaged materials.

3. Damaged Materials

When materials are damaged beyond repair, the patron will be charged the list price of the item at the time it was purchased.

F. Natural Disaster or Unforeseen Circumstance

If materials are damaged or lost due to a natural disaster or some unforeseen event (fire, flood, storm, death, etc.), a written request for amnesty may be approved by the Library Director with proof of disaster or death.

G. Forms of Payment

The Library only accepts cash for payment of overdue items.

H. Refunds

Patrons returning lost items are eligible for a refund if the item is returned within six months of its due date and the patron has paid for the item under the assumption that it was lost. The item that is being returned **MUST** be in good shape for future circulation.

IV. Special Services

A. Holds

Any circulating item at Farmville Public Library and other NC Cardinal member libraries may be placed on hold at the request of a patron whose account is in good standing. When it is available, the patron will be notified and will be given three calendar days to pick up the item. Library staff will attempt to contact the patron for no longer than three days. If the patron cannot be contacted within those three days the hold will be cancelled.

Items may be placed on hold the following ways:

- Online – with library card and PIN
- In person at the Circulation Desk
- By telephone

B. Personal Identification Number (PIN)

All patrons are assigned a PIN when they are given their library card. This PIN will allow the patron to access their account online to renew items, checkout eBooks, place holds and view other account information.

Patrons may request their PIN information the following ways:

- In person at the Circulation Desk – with library card
- By telephone – with library card number

V. Denial of Borrowing Privileges

To ensure that no one library patron accrues an excessively high fine, patrons will have their borrowing privileges denied when they have one item that is overdue or if fines exist on their account. Borrowing privileges will be reinstated once the patron returns the overdue item and pays the fine that has accrued.

VI. Responsibility

Library users are responsible for all materials checked out on their card or on the cards of children for whom they have assumed responsibility. If library users allow others to check-out materials on their card, those materials are still the responsibility of the card owner. Lost card should be reported immediately; library users are responsible for all materials checked out on their card up to the time that they report the card as lost.

VII. Confidentiality of User Records

The Library shall not disclose any Library record that identifies a person having requested or obtained specific materials, information, or services, or as otherwise having used the Library, except as provided under these circumstances:

- When required by the Library for Library operation
- With written consent of the user; and/or
- Pursuant to a subpoena, court order, or where otherwise required by law. All subpoenas, court orders, etc. should be directed to the Library Director