

Greenville/Greene County Public Library

CIRCULATION POLICY

General Circulation Policies

All library collections are available to the general public for in-house use. Some restrictions may apply to the use of fragile or valuable materials, including some archival collections housed at the T. Elmer Cox Library.

All library collections at the main library are available to circulate to patrons with a current library card. The T. Elmer Cox Library is a non-circulating library.

LIBRARY CARD ELIGIBILITY AND REQUIREMENTS

Residency Requirements

To qualify for a free Greenville/Greene County Public Library card, a person must reside at a permanent address in Greene County. Hotels, motels, campgrounds, shelters, and other forms of temporary housing are not considered to be permanent addresses except for residential managers of such facilities. Post office boxes are acceptable as mailing addresses only and may not be used as proof of residency. A person using a post office box as a mailing address must also provide the library with proof of an actual physical address.

Tusculum University and Greenville/Greene County Public Library have a reciprocal agreement allowing for cardholders at each library to qualify automatically for a card at the other when suitable proof of identification is provided. Tusculum students residing at temporary dormitory addresses are exempt from the non-resident fee if they provide proof of current enrollment.

General Card Requirements

A patron registering for a library card must complete the application and supply the following information and documentation:

- full name
- complete residential address
- phone number
- email address
- date of birth (month, day, and year)

The patron must sign the application acknowledging that all information is correct and that they accept responsibility for all use made of the card. The patron's signature on the application is a promise to abide by all library policies and to notify the library of any change of information (name, address, phone number, email) or the loss or theft of the card.

Proof of a current Greene County address can be satisfied with a valid Tennessee state-issued driver's license or identification card that shows a photo of the patron along with their current address.

In the instances when a person would like to obtain a library card but does not have a valid Tennessee state issued driver's license or identification card or the address on the ID isn't current, they must have proof of Greene County residency in the form of any of the following:

- official rent receipt
- utility receipt
- recent voter registration card
- current car registration
- current car insurance card
- mail received with recent postmark

Documents should be current within three months and display the applicant's current address. Not acceptable as proof are:

- cards from other libraries
- social security cards
- personal business cards

Non-Resident Cards

Library cards can be issued to individuals who reside outside Greene County but elsewhere within the Holston River Region (as defined by the Tennessee State Library and Archives) or in Madison County, North Carolina for an annual fee of \$10.00. Counties other than Greene within the Holston River Region include Carter, Cocke, Hamblen, Hancock, Hawkins, Johnson, Sullivan, Unicoi, and Washington.

Residents from within the Holston River Region or Marshall County, NC, applying for a fee-based, non-resident card must present the same identification as Greene County residents (valid photo ID card with current address).

Cards for Minors

Children age 5 and over are eligible to receive a library card. If the applicant is 5 to 17 years old, the library card application must be signed by a parent or guardian. In signing, the parent or guardian assumes responsibility for the use of the card issued to the minor. The minor must be present to receive a library card.

Organization Cards

The library may issue cards to organizations (such as businesses or group homes) for organization-wide use. Representatives of the organization may not use these cards for personal use.

Applications for an organization card must be made by letter on letterhead signed by the individual who will assume financial responsibility for any materials checked out on the card. The applicant agrees on behalf of the organization to otherwise follow all requirements of any other applicant.

The card must be kept by the organization and must be presented when materials are checked out. Loan rules for organization cards will be negotiated on a case-by-case basis to ensure equity for both the library and the participating organization.

Temporary Cards

Temporary cards for persons residing in Greene County temporarily may be issued upon the presentation of a valid ID. Temporary cards will expire in one to six months, depending on location. The expiration date of the card and possible renewal of the card will be determined administratively.

Up to 3 items at a time may be checked out on a temporary card. Materials may not be borrowed from interlibrary loan with a temporary card. The temporary card may be used to access the library's digital collections.

Expiration and Invalidation of Library Cards

All library cards are valid for 2 years from date of issue except temporary cards. Non-resident cards are valid for 1 year from date of payment, regardless of the date of issue.

A library card may be invalidated by the Greeneville/Greene County Public Library at any time if the patron does not return overdue materials, does not pay outstanding fines, does not abide by library policies, or habitually abuses library policies. The library reserves the right to suspend or revoke card privileges for any reason.

Lost Cards

Lost library cards may be replaced for a \$3.00 fee.

CIRCULATION OF MATERIALS

General Circulation Guidelines

New patrons may check out 3 items on initial checkout. After items have been returned and at least 24 hours have passed, the limit increases to 10 items.

Patrons are asked to present their library card at the circulation desk at the time of checkout. A maximum of 10 items may be checked out on a library account at any one time. Within this 10-item limit, other limits include:

- 3 new items (books or audiobooks)
- 5 audiobooks
- 3 DVDs
- 5 interlibrary loan books

All materials checkout for a loan period of 2 weeks and may be renewed once, provided another library user has not put a hold on the item. After one renewal, items must be returned to the circulation desk for verification of their physical condition before further renewals may be granted. Patrons may renew eligible items themselves by accessing their accounts in the online catalog. The library will also renew items at the circulation desk, by phone, or by e-mail request.

Library users will not be allowed to check out materials if they owe the library \$5 or more for unpaid fines, billed items, or other charges. Charges on a minor's card generate a block that includes the account of the parent/guardian who is responsible for the child, as well as a block of

all other minors' accounts for whom the parent/guardian has assumed responsibility. Similarly, if charges are owed by a parent/guardian, all accounts over which the parent/guardian has assumed responsibility are also blocked.

Interlibrary Loan

The Greeneville/Greene County Public Library is a member of the Organization of Watauga Libraries (OWL). Other OWL member libraries include Bristol, Johnson City, Sullivan County, Kingsport, Washington County, Carter County, Unicoi County, and Mosheim. The OWL libraries share integrated library system software and patrons at these libraries are able to request materials from other libraries and have it sent to their home library at no charge.

In some cases, patrons may be able request materials be borrowed from a library outside the OWL consortium. This request is handled in person at the circulation desk.

Interlibrary loan periods within the OWL consortium are determined by the borrowing library. Interlibrary loan periods for items borrowed outside the consortium are determined by the lending library. Items loaned by another library on the condition that they be used under supervision may not be checked out and must be used in-house.

Requests for Items

Patrons may place up to 5 holds for items that are checked out or only available at another OWL library. Holds may be placed by the patrons themselves by accessing their accounts in the online catalog. Holds may also be placed at the circulation desk or by calling the library.

Patrons will be notified via email or a phone call when the requested materials are available. All materials received for patrons will be kept at the circulation desk for 7 days.

Return of Materials

Materials may be returned at the circulation desk, in the book drop, or by mail if necessary.

OVERDUE LIBRARY MATERIALS

Overdue Guidelines

All library materials have a loan period of 14 days and are due back to the library on their due date. Either a paper or email receipt is provided to each patron at the time of checkout indicating

when the materials are due. As a courtesy the library allows a 1-day grace period before overdue fines are charged to the account.

In the event of inclement weather or other emergencies, the library may, at the Director's discretion, allow for the late return of materials without overdue fines.

Overdue notices will be sent by mail or e-mail. The library attempts to send 1 notification of overdue materials, dated 7-10 days after the due date. The responsibility for returning borrowed materials and paying late fees is not conditional upon the cardholder's receiving overdue notification. The library suspends borrowing privileges if the patron's charges for overdue fines, fees, and lost or damaged materials is \$5.00 or more. Borrowing privileges are promptly restored when materials are returned, found, or paid for and accounts are settled. The library offers cardholders pre-overdue courtesy reminder notices, via email only, for items coming due in 3 days.

Fines for Overdue, Damaged, or Lost Items

The library assesses overdue fines at 25 cents per day and per item, with a maximum of \$5.00 per item. Fines for overdue items are capped at \$25.00 per patron account. Overdue items returned in the book drop after hours but before opening will be assessed a fine based on the last operating day.

Items checked out and returned damaged or not returned at all are billed to patrons' accounts. The charge for a damaged or lost book is the cost of the item, plus a \$5.00 processing fee.

Forms of payment include cash, check, or credit/debit card.

Refunds

The Greeneville/Greene County Public Library is not able to offer refunds when a lost item is found after the patron has paid for it. The patron may either keep the item that was paid for or donate it back to the library.

Review and Revision of this Circulation Policy

This Circulation Policy will be reviewed periodically, at least every 3 years, by the library staff and the Library Board. It may be revised only with the formal approval of the Board.