

Greeneville-Greene County Public Library

Circulation Policy

GENERAL CIRCULATION POLICIES

Greeneville-Greene County Public Library's policies facilitate the lending of all library materials, except for those judged irreplaceable or needed in the collection for basic informational services. Materials not immediately available may be reserved for patrons. The library's circulation practices and policies provide for protection of patron confidentiality. The library's circulation process provides accurate and reliable information about the materials collection. The library keeps accurate records of patrons registered for library cards.

All library collections are available to the general public for in-house use. Some restrictions apply to in-house equipment and computer use. Some restrictions apply to the use of fragile or valuable materials, including some archival collections.

LIBRARY CARD ELIGIBILITY AND REQUIREMENTS

Residency Requirements for Borrower's Cards

To qualify for a non-fee Greeneville-Greene County Public Library borrower's card, a person must reside at a permanent address in Greene County. Hotels, motels, 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 written proof of an actual physical address.

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

Tusculum College and Greeneville-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 College 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 supply the following documentation and information: (1) Driver's license, state identification card, or other valid form of photo identification and (2) written proof of current physical address. Any proof of address must have a current date within 3 months. Examples of acceptable forms of proof of address are:

- Utility receipt
- Official rent receipt
- Recent voter registration card
- Recent electronic mail or receipts with name and address

Other forms of proof may be considered if circumstances warrant.

Not acceptable as proof are:

- Library cards
- Social Security cards
- Personal business cards

The following information is required on each library cardholder's account: name (including middle name or initial), home address, mailing address, phone number, driver's license number or similar identification number (if available), and date of birth. An e-mail address and alternate phone number will be added whenever possible.

The applicant must sign the application acknowledging that all information is correct and that he or she accepts responsibility for all use made of the card. The applicant's signature on the application is a promise to abide by all library policies and to notify the library of any change of status (name, address, etc.) or the loss or theft of the card.

Cards for Minors

Children under the age of 5 are ineligible to receive a library card. If the applicant is 5 to 17 years old, the 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.

Organizational Cards

The library may issue cards to organizations such as nursing homes or group homes, provided a representative of the organization is willing to assume responsibility for use of the card. Representatives of the organization may not use these cards to check out items for personal use or to use the library's computers. Family members of the representatives of the organization may not use these cards to check out items for personal use or to use the library's computers.

Applications for an organizational 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 application must state that the individual who signs the letter will assume financial responsibility for library materials checked out on the card, including overdue fines.

The card must be kept by the organization and must be presented when materials are checked out.

Temporary Cards

Temporary cards may be issued to individuals who plan to reside in Greene County for a short period of time, provided adequate identification and proof of physical address are provided, as described above. Temporary cards will expire in 1 to 6 months, depending on circumstances pertaining to the period of residency. The expiration date will be determined administratively.

Only 1 item at any given time may be checked out on a temporary card. A temporary card may be used to access the library's computers.

Expiration and Invalidation of Library Cards

All library cards, except temporary ones, are valid for 1 year from date of issue. 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 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

The library assesses a fee of \$3.00 for replacement of a lost card.

CIRCULATION OF MATERIALS

General Circulation Guidelines

Patrons are required to present their card at the circulation desk at the time of checkout. Items limited to in-house use, such as reference books, microforms, newspapers, bound periodicals, current issue periodicals, and local history branch materials, do not circulate.

A maximum of 10 items may be checked out on a library account at one time. This maximum includes a limit of 3 New Books, 5 interlibrary loan books, 5 CDs, 3 DVDs.

All materials, except for items on hold, may be renewed once for the same period as initial checkout. After 1 renewal, items must be returned to the circulation desk for verification of

their physical condition before further renewals may be granted. Renewals may be obtained by various options. The library will assist in renewals at the circulation desk, by phone, or by e-mail request. Patrons may self-renew eligible items by accessing their accounts in the online catalog.

Library users will not be allowed to check out materials if they owe 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

Interlibrary loan periods within the Organization of Watauga Libraries 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 Holds

Patrons may place up to 5 holds for items that are checked out or otherwise unavailable. A patron making phone requests for holds must supply his or her library card barcode number or other proof of identification. The limit on hold requests by phone is 1.

All materials on hold for patrons will be kept at the circulation desk for 7 days. Materials held by some means other than a system-placed hold are marked with the patron name and the date of hold expiration.

Return of Materials

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

OVERDUE LIBRARY MATERIALS

Overdue Guidelines

The library has no obligation to remind patrons to return materials. The receipt provided at the time of checkout serves as the official notice to the borrower of when materials are due. As a courtesy, the library will also attempt to notify the borrower when materials become overdue.

All materials except DVDs have a loan period of 14 days. DVDs have a loan period of 5 days.

All materials are due on the due date. There is a 1-day grace period on all loans.

In case of inclement weather or other emergencies, the library may, at the Director's discretion, allow for the late return of materials.

Overdue notices will be sent by mail or e-mail. The library attempts to send 1 notification of overdue materials, dated 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 when any charges (late fees, bills, or other) are posted on the cardholder's account. Borrowing privileges are promptly restored when materials are returned 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 Items

The library assesses fines for overdue items as follows: \$0.25 per item per day for all items except DVDs, with a maximum of \$5.00 per item, and \$1.00 per item per day for DVDs, 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.

Bills for Lost Items

Items checked out and not returned are billed to patrons by letter, dated 31 days after the due date of the item. In addition to the price of the item, each bill includes a processing fee of \$10.00 to cover administrative costs.

Refunds

The library will offer a receipt for each lost item paid for. If the item is found within 3 months of being declared lost and is in acceptable condition, the patron may request a refund for the cost of the item. The processing fee is non-refundable.

Unclaimed refunds will be forfeited 3 months after the item's return.

Patrons may opt to have a refund placed on their account as a credit. This credit can then be used for future charges. Refunds will automatically be applied to existing fines on the patron's account.

Note: this refund policy applies only to items owned by Greeneville-Greene County Public Library. No refunds are allowed in regard to interlibrary loan books.

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.

Library Bill of Rights

The American Library Association affirms that all libraries are forums for information and ideas, and that the following basic policies should guide their services.

I. Books and other library resources should be provided for the interest, information, and enlightenment of all people of the community the library serves. Materials should not be excluded because of the origin, background, or views of those contributing to their creation.

II. Libraries should provide materials and information presenting all points of view on current and historical issues. Materials should not be proscribed or removed because of partisan or doctrinal disapproval.

III. Libraries should challenge censorship in the fulfillment of their responsibility to provide information and enlightenment.

IV. Libraries should cooperate with all persons and groups concerned with resisting abridgment of free expression and free access to ideas.

V. A person's right to use a library should not be denied or abridged because of origin, age, background, or views.

VI. Libraries which make exhibit spaces and meeting rooms available to the public they serve should make such facilities available on an equitable basis, regardless of the beliefs or affiliations of individuals or groups requesting their use.

Adopted June 19, 1939. Amended October 14, 1944; June 18, 1948; February 2, 1961; June 27,

1967; and January 23, 1980; inclusion of "age" reaffirmed January 23, 1996, by the American Library Association Council.