



## Checkout Policy

Revised April 2023.

Adopted by the Calloway County Public Library Board of Trustees this 14 day of January 2015.

**Patrons may have up to 100 physical items (print books, DVDs, Blu-Rays, audiobooks) checked out at one time.**

1. **Books:** The lending period for books is 14 days. Books that are not on Hold for other patrons will automatically renew once for 14 days.
  - a) Patrons will be notified when their book on Hold arrives at the Library. Holds will be kept for three days after the initial contact; any holds not picked up within that time frame will be re-shelved or checked out to the next patron on the hold list.
2. **DVDs and Blu-Rays:** Patrons may check out up to three DVDs or Blu-Rays (or a combination of both, adding up to a total of three items) at one time. The lending period for DVDs and Blu-Rays is 14 days. DVDs and Blu-Rays not on Hold for another patron will automatically renew once for a period of 14 days.
3. **Audio Books:** Patrons may check out up to three Audio Books at one time. The lending period for Audio Books is 14 days. By checking out an Audio Book, patrons accept full responsibility for paying to replace any lost or damaged items. Audiobooks that are not on Hold will automatically renew once for a period of 14 days.

### **Holds:**

Calloway County Public Library cardholders, in good standing, may place holds on most library material online through their account, in person, or by telephone. A patron may request a maximum of 100 Hold items at one time.

Patrons will be notified by their preferred method when a requested item is ready to be picked up. Holds will be held for three days. After that time, if the item is not claimed, it will be returned to the shelf or given to the next patron on Hold for the item.



## **FINE FREE POLICY**

In January 2019, the American Library Association passed a resolution that asserted overdue fines are a barrier to equitable access and encouraged libraries to eliminate them.

Eliminating fines for overdue material means more people in our community have greater access to the Library's vital materials, resources, and services. Late fines are a real and significant burden for low-income individuals, children, and families. These financial barriers can discourage many people from coming in who rely on the Library for access to all the offerings needed for schoolwork, job seeking, or for those coming for a welcoming place to visit.

The Calloway County Public Library desires to remove this barrier to its resources and to provide more equitable library access to everyone in the community. Eliminating overdue fines may encourage prior users to come back to the Library to return overdue material, and this may additionally attract new users to experience the Library.

This Policy applies to Calloway County Public Library-owned material only.

1. Every item checked out will have a regular due date.
2. Renewable materials may be renewed one time.
3. Patron accounts will be blocked, and borrowing privileges will be suspended for patrons with:
  - Overdue items on their account.
  - \$10.00 or more in fees on their account.
4. All accounts with existing overdue fines will be cleared, and all fees for lost and damaged material will remain.

**Once accounts are cleared, borrowing privileges will be restored.**

### **Overdue Materials:**

- All items, unless on Hold, will automatically renew one time. On the day following the item's due date, all material not returned will be considered overdue.
- Overdue notices are sent via email or phone if the patron does not have an email address on file. A total of two overdue notices are emailed to patrons every 14 days before the item is considered "Lost."



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

- An item will be automatically moved into "Lost" status once it is 30 days overdue. Fees for damaged or lost items will still be charged to cardholder accounts.
- The cost will vary according to the price of the item. A \$10 processing fee and applicable taxes will be charged for each item. The fee helps to cover the internal costs of processing materials.
- Items must be returned or paid for to resume library borrowing privileges.

***Borrowing privileges will be suspended for patrons owing more than \$10.00.***

If the patron returns the lost materials in good condition, the cost of the item is removed from the account.

The Calloway County Public Library does not charge the patron for damage due to normal use. The Circulation Manager or Collection Development Manager will determine the level of damage and whether the patron must pay the replacement cost for the item.

A processing fee of \$10 per item plus applicable taxes applies. The fee helps to cover the internal costs of processing materials.

### **Refunds:**

The Calloway County Public Library does not issue refunds.

### **Claims Returned Materials:**

Claims Returned occurs when the patron states they have returned an item to the Library and the Library staff cannot locate the item. If the item is not found after searching the Library and requesting the patron to search again for the item, the Library will mark the item as Claimed Returned, one time as a gesture of good faith. The account will then be cleared of the item in question, and a note will be placed on the account.