



## **Circulation Policy**

**Revised April 2023.**

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

### **Library Card Policy:**

**There are different types of library cards that may be issued to patrons. Below is a list of these types and a brief explanation of each.**

#### **Resident Card:**

This all-access card is free for people living in or owning property in Murray and/or Calloway County. Persons 18 and older who meet eligibility requirements may apply for this card.

A Resident Card allows the checkout of physical materials from the Library and the use of all online services (eBooks, audiobooks, Movies, TV, research databases) and in-house computers.

CCPL Resident Cards expire two years from the date of issue. The card can be renewed by visiting the Library.

In order to receive a card, proof of residence must be established by providing one of the following:

- Government-issued ID, such as a driver's license or ID card with a current address
- Current property tax receipt
- Printed lease/contract for deed/deed
- Utility bill or piece of mail in your name received within the last month
- A check with your current address

If none of these are available, the Library can take an application and send a postcard to the address provided. Upon return of the postcard, the Library will issue a card.

#### **Junior Resident Card:**

This all-access card is free for persons 17 and younger who meet eligibility requirements.

Persons under 17 will need the signed consent of a parent or legal guardian. The child's parent or



legal guardian will be listed as the child's responsible party, which indicates that they are responsible for all items, content, and charges on the child's account.

A Junior Resident Card allows the checkout of physical materials from the Library and the use of all online services (eBooks, audiobooks, Movies, TV, research databases) and in-house computers.

CCPL Junior Resident Cards expire two years from the date of issue. The card can be renewed by visiting the Library.

In order to receive a card, the parent or legal guardian must provide proof of residence with one of the following:

- Government-issued ID, such as a driver's license or ID card with a current address
- Current property tax receipt
- Printed lease/contract for deed/deed
- Utility bill or piece of mail in your name received within the last month
- A check with your current address

If none of these are available, the Library can take an application and send a postcard to the address provided. Upon return of the postcard, the Library will issue a card.

### **Reciprocal Card:**

A Reciprocal Card is available to individuals who are registered borrowers in good standing at a public library in one of the following Kentucky counties: Caldwell, Carlisle, Christian, Crittenden, Fulton, Graves, Hickman, Livingston, Lyon, McCracken, Marshall, Trigg, Union, and Webster County, or a registered Murray State University student.

Individuals must provide identification and proof of affiliation with a reciprocal library or Murray State University.

CCPL Reciprocal Cards expire one year from the date of issue. The card can be renewed by visiting the Library.

### **Temporary Resident:**

**The Temporary Resident Card is available to individuals residing in Murray or Calloway County, KY, on a temporary basis.**

In order to receive a Temporary Resident card, proof of residence must be established by providing one of the following:



- Government-issued ID, such as a driver's license, ID card, Visa, or Passport
- Letter confirming your temporary local address

If none of these are available, the Library can take an application and send a postcard to the local address provided. Upon return of the postcard, the Library will issue a card.

Temporary Resident Card expires six months from the date of issue. The card can be renewed one time.

### **Non-Resident:**

A Non-Resident Card is available for those who do not currently live in or own property in Murray or Calloway County and are ineligible for the above-listed cards. (Requires visiting the Library.)

To receive a Non-Resident Card, you must visit the Library  
Present a valid Government Issued ID, such as a driver's license, ID card, Visa, or Passport  
Payment is required at the time of application.

Acceptable payment methods: check cash or money order.

The annual non-resident fee is \$65 per card. (For Non-Resident card expires 12 months from the date of issue. Renewable annually with payment.

**Exceptions: Will be dealt with on a case-by-case basis.**

### **Library Card Information:**

1. Patrons who have lost their library cards may obtain a new one for \$5.30. All items and charges on the patron's account will remain when a new card is issued. The Library will replace stolen cards; a police report may be required.



2. Patrons must present their library card to check out materials or use the computers. Patrons may only check out materials without their card if their photo is recorded in the Library's computer system.
  
3. No one may check out items on a card that does not belong to them except with a written consent form on file at the Library.
  
4. Any patron who is listed as the responsible party on a child's account may check out materials on the account but must have the child's library card in hand. Other cases will be handled by the Director on a case-by-case basis.

## **Checkout Policies**



**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.



## **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.

**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.

**Paid Services Provided by Staff:**

1. Print Services: Black-and-white copies, .25 per page.
2. Fax Services: \$2.00 per page.
3. Scan to USB Drive:



- Scans must be uploaded to a personal USB Drive.
- \$2.00 for the first five pages scanned, and then .25 for each additional page scanned

### **Interlibrary Loans**

1. CCPL offers patrons the option to request books through interlibrary Loan. For a title to be eligible to be loaned in this manner, the book must be at least one year past its publication date and must not be included in CCPL's collection.
2. Patrons who wish to request a title through interlibrary Loan may do so by filling out an interlibrary loan request form. Patrons may have up to three requests active at any one time.
3. Patrons will be contacted when their Loan arrives at CCPL. The Loan will be held for three days after the initial contact. If it is not picked up within the three-day time limit, the item will be returned to the lending library.
4. If, for any reason, CCPL is unable to acquire a requested item, the patron will be notified via telephone
5. Patrons who wish to renew an interlibrary loan item may request a renewal by calling CCPL at least five days before the original due date. Because the lending library sets due dates on interlibrary loans, not all renewals will be possible. If the item can be renewed, the patron will be contacted as soon as possible. If the patron does not receive confirmation on a renewal, the item's original due date will stand.
6. Any Interlibrary loan returned past its due date will acquire a fine of two dollars per day.





7. Interlibrary loans that are returned without the attached CCPL label will carry a fine of two dollars.
8. Any lost or damaged Inter-Library material charges will be set by the lending library. (Patron's account will be blocked until the Lending Library's replacement requests are satisfied.)

### **Collection Recommendations**

1. If a patron wishes to recommend an item to be added to CCPL's collection, a recommendation form may be submitted for consideration. Please note: recommendations are not orders; not all will be filled. CCPL follows the Criteria for Materials Selection outlined in the Collection Development Policy.

Once an item is recommended, patrons should check the catalog for availability; there is no way to estimate when or if an item will arrive.

### **Computer Use Policies**

Patrons must have their valid library card present to use any CCPL computer. All patrons using computers must adhere to CCPL's Acceptable Use Policy, and any patron in violation of the Policy will be asked to leave the computer area and may be suspended from computer use for an amount of time deemed appropriate by the library director.

1. Patrons between the ages of 10 and 17 may use the desktop computers only if their responsible party has given written permission on the child's application card.
2. Children 12 and under are welcome to use the computers in the children's area.



3. Teens (13-17) are welcome to use the computer in the Young Adult area.
  
4. Users are allocated 60 minutes of Public computer use time per day. Extra time will be given in 15-minute increments if there are resources available. No more than 30 minutes of extra time is allowed per user per day. Time may be extended in special circumstances if approved by a CCPL staff member.
  
5. Laptop computers, when available, may be checked out by patrons over the age of 18. Library laptop computers may only be used within the confines of the Library for a total of two hours per day. Laptops will be checked out to the patron's account for the duration of use on a first come, first served basis. Additionally, CCPL staff will hold the patron's driver's license or other state-issued ID while the laptop is in use.

### **Online Databases**

CCPL offers several online databases for patron use. These are accessible through CCPL's website and may be used either on- or off-site. Databases require patrons to log in using their library card number. Some digital resources will also require a PIN. CCPL PINs are the last four digits of the patron's library card number unless changed by the patron

### **Closing**

1. CCPL's hours are 8 a.m. to 8 p.m. Monday through Friday, 9 a.m. to 5 p.m. Saturday, and CLOSED on Sunday.
  
2. CCPL will serve patrons in line at the circulation desk at closing time.
  
3. Books returned in either of the outdoor book drops later than one-half hour before closing will be checked in the next business day.



4. CCPL's public-use computers will shut down each day 15 minutes before closing.
  
5. CCPL staff will stop issuing new library cards 15 minutes before closing.

CCPL staff will stop offering Notary Services 30 minutes before closing