

## **Johnson City Public Library Circulation Policy**

### **GENERAL CIRCULATION POLICIES**

The Johnson City Public Library's lending policies facilitate the lending of 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 process provides accurate and reliable information about the materials collection. The library keeps accurate records of patrons registered for library cards. The library's circulation practices and policies provide for protection of patron confidentiality.

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 use of fragile or valuable collections, including some archival collections.

### **LIBRARY CARD ELIGIBILITY AND REQUIREMENTS**

#### **Residency Requirements**

To qualify for a Johnson City Public Library card, a person must reside at a permanent address within the northeast Tennessee region defined by the Tennessee State Library and Archives as the Holston River Region. The Holston River Region is comprised of the following counties: Carter, Cocke, Greene, Hamblen, Hancock, Hawkins, Johnson, Sullivan, Unicoi, and Washington. Additionally, residents of Virginia and North Carolina who live within a 60 mile radius of Johnson City are eligible for full library card privileges at no charge.

College students providing proof of enrollment in institutions of higher education within the service area are also eligible for full library card privileges at no charge. Persons providing proof of local employment within Washington County are also eligible for full library privileges at no charge.

Hotels, motels, shelters and other temporary housing are not considered to be permanent addresses except for residential managers of such facilities. Individuals staying at shelters or temporary residences may, however, receive a courtesy card with limited capacity to check out materials upon providing a receipt of rent payment or a letter of recommendation from a shelter operating within the borders of Washington County.

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 or electronic proof of an actual physical address.

Johnson City Public Library cards can be issued to individuals outside of the above

described service area for \$25 a year. Applicants must provide required documentation.

### **General Card Requirements**

A patron registering for a library card must supply the following documentation and information: Driver's license or other valid form of photo identification that contains a current address. If the address printed on the identification is not current, proof of current address must be provided. Acceptable items must be dated within the past three months and may include:

- utility receipt
- official rent receipt/ copy of a current lease
- voter registration card
- electronic mail or receipts with name and address
- insurance card with current date
- other non-specified forms of proof may be considered; these forms are in the sole discretion of the JCPL Director or his designee

Examples of not acceptable proof of address are:

- library cards
- Social Security cards
- Credit or debit card
- personal checks
- business cards

Library Card holder assumes responsibility for all use made of the card, to abide by all library policies and to immediately notify the library of any change of status (name, address, etc.) or the loss or theft of the card.

A person who cannot provide proof of current address may self-address a postcard which the library will mail to them. When the patron returns the postcard to the library, the postmarked card will be considered proof of address.

### **Cards for Minors**

If the applicant is 3 to 15 years old, an adult over the age of 18 assumes responsibility for all use made of the card. Adults who agree to assume responsibility attached to a card must also have a library card. The child must be present to receive a library card. Applicants 16 and older must provide acceptable ID and proof of address and will be treated for all purposes as an adult.

Minors in 5<sup>th</sup>-12<sup>th</sup> grade may register for a JC24U account. Acceptable identification must be provided to register for a JC24U account. A school ID, report card, or a class

schedule with the applicant's name on it are acceptable forms of ID. Other forms of ID may be accepted by the Director or a designee. JC24U account holders may check out two print materials (no DVDs, CDs, or audiobooks) at a time, access digital collections, and use in house computers.

### **Organization Cards**

The library issues cards to organizations (such as businesses or group homes) for organization-wide use. Representatives of the organization, nor their family members, may not use these cards to check out items for personal use or use the Computer Center.

Applications for an organizational card must be accompanied by a letter on organizational 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.

### **Temporary Cards**

Temporary cards for those residing in group homes, shelters, etc. will expire in one to six months (depending on location, determined administratively).

Persons residing in Johnson City in group homes or shelters are not required to provide a permanent address but must provide a letter from the shelter or group home on letterhead stating they are residing at that location.

Only one item at a time may be checked out on a temporary card. Materials may not be placed on reserve with a temporary card. A temporary card may be used to access the Computer Center.

### **Ecards**

Eligible patrons residing in the service area may opt for a digital only card.

### **Expiration and Invalidation of Library Cards**

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

A library card may be revoked by the Johnson City Public Library at any time if the

patron does not return overdue materials, does not pay outstanding fines, does not abide by other library policies, or habitually abuses library policies. The library reserves the right to suspend or revoke card privileges for any reason.

## **CIRCULATION OF MATERIALS**

### **General Circulation Guidelines**

New patrons may check out two items during the first two weeks they have their card. After items have been returned and at least two weeks have passed since the card was issued, the limit is raised to a forty item maximum checkout limit. Language removed

Patrons are asked 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, local history room materials, and others so designated, do not circulate (i.e., cannot be checked out).

Most items check out for fourteen days. Materials, with the exception of videos and items on hold, may be renewed twice for the same period as the initial checkout. Items eligible for renewal will automatically renew on the due date and patron notification by email or SMS is attempted.

Patrons may access additional online content exclusively available for Johnson City Public Library patrons. Additional online content is available through the library's web site. Some content is available remotely via a valid library card. For more information on the library's online collection, please refer to the library's web site and Collection Development Policy.

### **Interlibrary Loan**

Interlibrary loan periods are determined by the lending library. Items loaned by another library on the condition that they are used under supervision may not be checked out.

ILL records are kept and requests made at the Information Desk, but all ILL items are picked up and returned at the Circulation Desk.

### **Requests for Holds**

Patrons may place up to fifteen holds for items that are checked out or otherwise unavailable. A patron making phone requests for holds must supply his or her library barcode number or other proof of identification. A limit of 5 items may be placed on hold by phone at any one time. Patrons may place holds on eligible items either in the library at any catalog terminal or from an outside computer via the internet.

There is an administrative charge of \$1.00 per item for holds that are not picked up or cancelled by the expiration date.

### **Return of Materials**

Most materials may be returned at the automated item return inside the library, by mail, or in the outdoor item return.

The following materials must be returned to the service desk:

- Hotspots
- Dedicated video devices
- Book kits
- Other items as marked

## **OVERDUE LIBRARY MATERIALS**

### **Overdue Guidelines**

All materials are due on their due date; however, some materials may auto-renew. There is a one-day grace period on fines for most materials except electronic equipment. If eligible materials are not returned within the grace period, fines accrue from the due date.

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

In case of inclement weather or other emergencies, the library may, at the Circulation Supervisor's discretion, waive or reduce charges upon late return of non-renewable or previously renewed materials.

Overdue notices will be sent by mail, e-mail, or SMS. The library attempts to send the cardholder up to five notifications of overdue materials. **The responsibility for returning borrowed materials and paying all fines and fees accrued is not conditional upon the cardholder receiving overdue notification.** The library offers customers pre-overdue courtesy reminder notices, via email or SMS, for items coming due in 3 days. Patrons may sign up for email or SMS service by telephone or in-person at the Circulation Desk.

The library automatically suspends borrowing privileges if cardholder's charges for overdue fines, fees, and lost or damaged materials is \$5.00 or more. Staff restores borrowing privileges promptly when materials are returned, found, or paid for and accounts are settled. If fines or fees are on a child's card, this suspension may include

the borrowing privileges of the parent/guardian who is responsible for the child as well any other minors for whom the parent/guardian has assumed responsibility. Likewise, if a parent/guardian owes more than \$5, the child's card may be suspended. At the discretion of the circulation manager or designee a child may checkout up to 2 items even if charges are present.

### **Fines and Charges**

The fine structure is set administratively. For details of charges, refer to the library's web site. Overdue items returned in the book drop after hours but before opening will be assessed a fine based on the last operating day. Charges for lost or damaged items are set administratively and include a replacement and processing fee.

Forms of payment include cash and credit or debit card. Cards may only be used if charges total at least \$2.00. The library will not accept personal checks.

As a courtesy to senior patrons over the age of 62 and JC24U cardholders, overdue fines will be waived. However, senior patrons are asked to honor the due dates, and are still responsible for lost or damaged items and other fees accrued.

### **Refunds**

The library will issue a receipt for each lost item paid for. If the item is found and returned within three months of receipt of payment, and if the item is in acceptable condition, a refund or fine credit will be issued. The processing fee is non-refundable.

Unclaimed refunds will be forfeited three 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 fines and/or fees. Refunds totaling less than \$5 will automatically be applied to the patron's account. Refunds will be applied to existing fines on the patron's account.

### **Review and revision of this Circulation Policy**

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

Approved by the Board of Directors 11/13/2018