



Circulation Policies

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Library Cards

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Physical Library Cards

A physical library card is a plastic card that a patron receives when he/she visits one of the Library's branch and completes a paper application.

Acceptable identification

Identification including proof of address is required for a library card to be issued.

Acceptable identification for adults and emancipated juveniles is:

- Photo ID with current address; or
- Photo ID and another item showing the patron resides at the given address (recently postmarked mail, imprinted personal checks, property tax receipts, or other substantiated documents);
- Active Duty Military Identification card (proof of address not required);
- Emancipated juveniles must also present a valid emancipation order from the court in which they were emancipated.

A post office box is not considered a valid address to determine eligibility. A post office box may, however, be used as a mailing address in the patron record.

Juvenile borrowers (under 18 years of age) may obtain a card in one of the following ways:

- A parent or legal guardian may present acceptable identification and sign for the juvenile to receive full borrowing privileges. If the parent or legal guardian has a library card it must be in good standing at the time that he/she signs for the juvenile card. Good standing means any that charges on the card of the parent or legal guardian are less than \$10.
- The juvenile may present proof of his/her name (textbook, school ID, mail, etc.) and receive limited borrowing privileges.

Library card applications

A completed library card application form is required for a card to be issued.

A patron will need to fill out a new application form when:

- The patron turns 18 years of age;

- The patron's account has been purged from the Library's database and a new account is being created.

Library card applications are destroyed after the information has been recorded in the Library's automation system.

Photographs in patron records

To protect patron records from unauthorized use, a photograph of each patron is added to his or her account. All photographs in patron records are considered confidential information and should not be shared with anyone unless that person has the proper right to access the information. (See *Confidentiality of Library Records*.)

Patron photographs will be added at time of registration with consent of the patron. Patrons without photographs in their records will be photographed at check out with consent of the patron after acceptable identification is presented to the staff member. Photographs of juvenile patrons will be added when a parent or legal guardian is present who can show acceptable identification and can authorize photographing their minor child. Also, photographs of juvenile patrons will be updated annually (at the time of the annual address check). A parent or legal guardian must be present any time a photograph is updated in a juvenile's record. Photographs of juveniles are not required if the parent or legal guardian is not present or if the juvenile has a Limited card.

Patrons who do not wish to be photographed will be required to provide photo identification (e.g. state-issued ID, employee ID, TANK card, etc.) at every check out. Patrons who cannot provide photo identification may be denied the use of library services until positive identification can be made.

Name and address changes

Patrons who wish to change their names and/or addresses on their library accounts will be required to show photo identification bearing the new name and/or new address.

Library card renewals

Library cards must be renewed every three years in order to remain active. At the time of renewal, staff will verify and/or update personal information such as address, phone number, email address, and photo. If a patron has had mail returned to the Library, proof of address may be required.

Responsibility

The individual to whom a library card is issued is responsible for all material checked out on that card. A parent or legal guardian who signs for a juvenile card is responsible for all material checked out on that card and is responsible for all fines and fees that may be incurred.

The parent or legal guardian of a juvenile's account may authorize other caregivers to have access to the juvenile's account information (such as titles checked out, due dates, fines owed, etc.) and check out materials on the account as long as the juvenile is present. Approved caregivers listed on the account will not be held responsible by the Library for lost items or fees.

Lost or stolen cards

If a card is lost or stolen, it is the patron's responsibility to notify the Library immediately. The patron will be held responsible for any material checked out before the card is reported lost or stolen. There is a \$1.00 non-refundable replacement fee for a lost card. There is no charge to replace a stolen card. Cards that are reported lost or stolen cannot be used.

Damaged cards

If a card is damaged to such an extent that it can no longer be used, a replacement card must be issued before any material is checked out. There is a non-refundable \$1.00 replacement fee for a damaged card. There is no charge to replace a worn out card.

Digital Library Cards

A digital library card is not a physical card or a scan/photo of a physical library card but rather an alphanumeric barcode that a patron receives when he/she visits the Library's website and completes an online application.

Use of Physical Library Cards

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All patrons must use their own library card to check out materials or use the Library's computers. Patrons may not use another person's card to check out materials or access any other library services (including online databases).

Exceptions for juveniles

The parent or legal guardian (listed in the juvenile's patron record) of a juvenile cardholder may use the juvenile's card with or without the juvenile being physically present. Other approved caregivers can ask for specific information (titles, fines, etc.) about the juvenile's account but may not check out materials without the juvenile being physically present.

Exceptions for Adult Outreach Services

Homebound patrons may contact the Adult Outreach Services Librarian to establish an Adult Outreach card. Patrons with an Adult Outreach card may check out items in the branches if they present acceptable identification.

Relatives and caregivers of patrons with Adult Outreach cards may not, under any circumstances, check out material on an Adult Outreach card. Those relatives and caregivers who want to check out material for a homebound patron may establish a Book Buddies card through the Adult Outreach Services Librarian or check out material on their own personal library cards. Book Buddies cards are established in the name of the caregiver, not the homebound patron.

Use of library services without presenting a library card

All library patrons are asked and encouraged to present their physical library cards or a scan of their library card barcode (e.g. in the CCPL app, photo on a smartphone) when they wish to check out materials. If a patron does not have his or her library card, the Library will allow the patron to check out materials if the patron is able to provide photo identification (e.g. state-issued ID, employee ID, TANK card, etc.). A juvenile patron who does not have his or her library card may check out if he or she can verify address, phone number and birth date verbally.

Use of library services without a photo on file

If the patron has his or her library card but does not wish to have a photo included in his or her library record, the patron may still check out by showing a staff member photo identification (e.g. state-issued ID, employee ID, TANK card, etc.).

Use of library services without presenting a physical library card, scan of library card barcode, or acceptable identification

If the patron does not have photo identification (e.g. state-issued ID, employee ID, TANK card, etc.) a physical library card, or a scan of their barcode (e.g. in the CCPL app, photo on a smartphone), staff is authorized to check out material to the patron if he or she is personally known to the staff member. "Personally known" means that the staff member knows both the first and last name of the patron.

Public computer use

Adult patrons must have their library card, know their library card number or have photo identification (e.g. state-issued ID, employee ID, TANK card, etc.) to use the Library's public computers. Staff members may provide the library card number to a patron who presents photo identification. Staff may not provide adult patrons access to the Library's public computers unless they have their library card or photo identification.

A juvenile patron who does not have his or her library card may be provided with his or her library card number to log on to the Library's computers if he or she can verify address, phone number and birth date verbally.

Use of Digital Library Cards

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A digital library card is an alphanumeric barcode that a patron receives when he/she visits the Library's website and completes an online application.

Patrons may convert a digital library card to a physical library card by visiting a branch and presenting acceptable identification.

Services provided

Patrons with a digital library card may use any of the Library's online resources from its website which includes electronic books, audiobooks, video, and magazines, academic and consumer research databases, encyclopedias, instructor-led online courses for adults, practice tests, and vehicle repair manuals.

Excluded services

Digital library cards may not be used to check out physical materials or log in to the Library's public computers at any of the branches.

Restrictions

The digital library card is available to patrons of all ages, however, in compliance with the Children's Online Privacy Protection act, registration for children under the age of 13 must be completed by the parent or legal guardian.

Borrower Types

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Standard loan periods and fines apply to all borrower types unless otherwise noted. Fees for damaged or lost materials also apply unless otherwise noted. Certain Adult borrower types and all Juvenile borrowers are excluded from credit reporting.

Adult borrowers

Patrons who are at least 18 years old or are emancipated juveniles may apply for an adult card.

Adult Limited borrowers

Adults who reside in housing facilities for transitional or need-based, supervised living and do not have acceptable identification are eligible to use the Library on a limited basis. In lieu of acceptable identification, the patron must present documentation from the housing facility verifying the patron's identity. The Patron Services Supervisor may also extend limited borrowing to other individuals on a case-by-case basis.

Privileges and limits include:

- May have 2 books and 1 non-book item checked out at one time
- May have on reserve 2 books and 1 non-book item at one time
- May check out and place on reserve the maximum number of e-content items as allowed by the Kentucky Libraries Unbound consortium
- May use the Library's computers
- May not request items through Interlibrary Loan
- Are not sent overdue notices
- Are not submitted to the credit reporting agency for unreturned materials or fees

The checkout and hold limits may be adjusted at the discretion of the Patron Services Supervisor.

Adult Outreach borrowers

The Adult Outreach Services Librarian collects and delivers the Library's materials to patrons with little or no access to one of the Library's location. Patrons eligible for the service include:

- Homebound patrons;
- Nursing home residents;
- Other patrons who are eligible on a permanent or temporary basis as determined by the Adult Outreach Services Librarian.

The loan period for materials is extended to 56 days except for DVDs which circulate for 14 days. Exceptions may be made at the discretion of the Adult Outreach Services Librarian. No overdue fines are charged. There is no charge for lost or damaged materials.

Book Buddies

Book Buddies is a special service that utilizes volunteers to deliver the Library's materials to homebound adults. Book Buddies cards are issued by the Adult Outreach Services Librarian. If the Book Buddy has an existing Adult card it must be in good standing (account balance less than \$10) in order to apply for a Book Buddies card. The loan period for materials is extended to 56 days except for DVDs which circulate for 14 days. Exceptions may be made at the discretion of the Patron Services Supervisor. No overdue fines are charged. There is no charge for lost or damaged materials.

Digital Only

Patrons may register for a Digital Only library card through the library's website. Digital Only cards may only be used for downloading materials and accessing online services through the library's website. Fines and fees do not apply to Digital Only cards.

Juvenile borrowers

The parent or legal guardian of patrons who are under the age of 18 must sign and present proper identification for the juvenile to receive a card. If the parent or legal guardian has a library card it must be in good standing at the time that he/she signs for the juvenile card. Good standing means that any charges on the card of the parent or legal guardian are less than \$10. If the card of the parent or legal guardian is not in good standing the juvenile may apply for a Juvenile Limited card with appropriate identification. The juvenile must be physically present in order for a parent or legal guardian to secure a juvenile card. Juveniles may not check out DVDs, software, video games, restricted music CDs, or restricted audiobooks.

Note: When a Juvenile borrower becomes an Adult borrower, all fines and fees will be waived from his/her record including charges for material(s) that have not been returned or that were damaged.

Juvenile AV borrowers

The parent or legal guardian may give permission for a juvenile under 18 years of age to check out audiovisual materials. If such permission is given, the juvenile will be able to check out and place holds on up to 14 DVDs with ratings of G, PG, or PG-13. Non-rated DVDs that are deemed to be suitable for juveniles may also be checked out or placed on hold. Music CDs, video games, and software may also be checked out by this card type. Restricted music CDs, restricted video games, restricted DVDs and restricted audiobooks will not be checked out to this card type. If the parent or legal guardian has a library card it must be in good standing at the time that he/she signs for the juvenile card. Good standing means that any charges on the card of the parent or legal guardian are less than \$10. If the card of the parent or legal guardian is not in good standing the juvenile may apply for a Juvenile Limited card with appropriate identification. The juvenile must be physically present in order for a parent or legal guardian to secure a juvenile card.

Note: When a Juvenile AV borrower becomes an Adult borrower, all fines and fees will be waived from his/her record including charges for material(s) that have not been returned or that were damaged.

Juvenile Limited borrowers

Juveniles who wish to borrow the Library's materials but who are unaccompanied by a parent or legal guardian or are accompanied by a parent or legal guardian whose library card is not in good standing (owes \$10 or more) may apply for a Juvenile Limited card. Juveniles who are issued this type of card must present proof of his/her name (textbook, school ID, mail, etc).

Privileges and limits include:

- May have 2 books and 1 non-book item checked out at one time (except for restricted content materials)
- May have on reserve 2 books and 1 non-book item at one time (except for restricted content materials)
- May check out and place on reserve the maximum number of e-content items as allowed by the Kentucky Libraries Unbound consortium
- May use the Library's computers
- May not request items through Interlibrary Loan
- Are not sent overdue notices

- Are not submitted to the credit reporting agency for unreturned materials or fees

Note: When a Juvenile Limited borrower becomes an Adult borrower, all fines and fees will be waived from his/her record including charges for material(s) that have not been returned or that were damaged.

Juvenile Outreach borrowers

Juvenile Outreach cards are issued by the Early Literacy Outreach Librarian to agencies such as schools and childcare centers as well in-home childcare providers. The Early Literacy Outreach Librarian delivers library materials to children in these environments in order to promote early literacy and early literacy training. The loan period for materials is extended to 56 days except for DVDs which circulate for 14 days. Exceptions may be made at the discretion of the Early Literacy Outreach Librarian. No overdue fines are charged. There is no charge for lost or damaged materials.

Staff and Board borrowers

All staff and Board members of the Library are eligible for a Staff/Board card. No overdue fines are charged. Privileges may be revoked for abuse. Staff/Board cards will be converted to the appropriate adult or juvenile card when staff or board members separate from service.

Teachers

Teachers must provide proof of employment (payroll stub or school identification) to be eligible for a Teacher card. If the teacher has an existing Adult card it must be in good standing (account balance less than \$10) in order to apply for a Teacher card. Teacher cards are not restricted to Campbell County teachers or residents. Any teacher may receive a Teacher card. Teacher cards are available to those working in K-12 public/private schools as well as preschools, daycare centers, and those working with special needs individuals in organizations such as the YMCA. Parents of homeschool children are eligible for Teacher cards but must provide verification of homeschool participation. Teacher cards are not intended for personal use and are not charged overdue fines. Standard procedures for lost and damaged materials apply. Teacher cards are renewed only if continued eligibility is proven.

Volunteer borrowers

Volunteers who complete 20 hours of service for the Library are eligible to receive a Volunteer card. Volunteer cards are not charged fines. Volunteer card

privileges are revoked after the volunteer resigns or a one year lapse of volunteer activities. Determination of Volunteer Card eligibility will be made by the volunteer supervisors.

Patron Records

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Patron records are considered confidential information. Access to the data in a patron record should not be shared with anyone unless that person has the proper right to access the information. (See *Confidentiality of Library Records*.)

In accordance with KRS 61.931-934 and applicable policies adopted by the Department for Local Government, the Library will take every reasonable precaution to ensure that any personal information that is kept by the Library for any purpose is safeguarded from unauthorized access.

Release of patron information

- Adult patrons will be given full information about their accounts (or any juvenile accounts for which they are the designated parent or legal guardian) when they present their library card or acceptable identification. In the absence of a library card or acceptable identification, the Library will release only the number of items checked out to the patron and the due dates of those items when the patron provides the correct address and phone number on the account.
- Juvenile patrons will be given full information about their accounts when they present their library card or (in the absence of their library card) their name, address, phone number, and birthdate.
- Approved caregivers will be given full information about any juvenile account (when they present acceptable identification) for which they are listed as an approved caregiver.

Purging patron records

Patron records will be periodically purged from the database in order to maintain its integrity. The Library will determine the need for purging patron records and the parameters for purging those records.

Patrons whose records have been purged must complete a new library card application in order to use the Library. There is no charge to replace a patron's card that has been purged from the database.

Patron Codes

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The following patron codes are assigned by staff in the patron record. These codes are used to provide privileges and limits to a library card's use. They are also used for statistical purposes by the Library.

- Adult
- Adult Limited
- Adult Outreach
- Book Buddies
- Digital Only
- Juvenile
- Juvenile AV
- Juvenile Limited
- Juvenile Outreach
- Staff/Board
- Teacher
- Volunteer

SWON, KDLA and Other Reciprocal Privileges

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All CCPL library card holders are eligible for reciprocal privileges at Southwest Ohio and Neighboring (SWON) Libraries member libraries and public libraries assigned to Region 5 by the Kentucky Department for Libraries and Archives (KDLA). CCPL patrons are subject to restrictions imposed by the lending library.

SWON

For a complete list of the SWON member libraries, consult the SWON website (www.swonlibraries.org).

KDLA

Participating Region 5 Member Libraries include:

- Boone
- Bracken
- Fleming
- Gallatin
- Grant
- Kenton
- Owen
- Pendleton
- Robertson
- Trimble

Other Kentucky libraries

Other Kentucky libraries may also extend full or partial privileges to a CCPL cardholder as determined by their local policies.

Confirmation of CCPL privileges

SWON, KDLA, or other libraries may call to request information about a cardholder's standing with CCPL. Such cases should be handled by the Patron Services Supervisor. CCPL can confirm that the patron's card is active, the status of any outstanding charges, and the status of any borrowed materials currently on the card.

Suspension of Library Privileges

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Patron borrowing privileges will be suspended for any of the following reasons:

- Material more than 35 days overdue;
- Unpaid charges totaling \$10 or more;
- Unpaid lost item of any amount;
- Incorrect address.

Borrowing privileges may also be revoked at the discretion of the Library. Suspected abuse of library privileges should be reported to the Patron Services Supervisor or Branch Manager. Revocations may be temporary or permanent as the situation warrants. Only the Library Director (or designee) may revoke a patron's borrowing privileges for any reason other than those stated above.

Computer privileges

Patrons with charges of \$10 or more on their accounts will not be allowed to use Internet computers. Patrons who owe between \$10 and \$25 may pay \$1 per use to use the Internet computers until their balance is below \$10.

Teacher cardholders

When a patron has both a Teacher card and an Adult card, both accounts will be blocked when either account becomes delinquent (balance greater than \$25 in lost items, fines, or fees).

Book Buddies cardholders

When a patron has both a Book Buddies card and an Adult card, both accounts will be blocked when either account becomes delinquent (balance greater than \$25 in lost items, fines, or fees).

Express Delivery/Return Sites

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The Library provides physical materials to patrons in certain areas of Campbell County through the use of remote kiosks. Library couriers will deliver requested materials and pick up returned materials on a routine schedule. No other library services are provided through an Express location.

Requesting materials

Patrons who have a valid CCPL library card in good standing (account balance less than \$10) may request materials be delivered to an Express location by placing a hold and choosing the appropriate kiosk location as a pick up point. Patrons may also call the Library to have existing holds delivered to a kiosk.

Only items that will fit into the kiosk locker will be delivered to an Express location. Large items or a large number of items will need to be picked up at a branch location.

Delivery of materials

Library couriers will deliver the requested materials when they become available to a locker within the specified Express location. The lockers can only be opened using the library card number that was used to make the request.

Notification of delivery

Patrons will be notified when materials are ready for pickup. Patrons will also be notified of the deadline for picking up requested materials. Materials not picked up by the deadline will be returned to their respective branches.

Returning materials

Patrons may return any CCPL materials in the item return box at each Express location. This includes any materials a patron may have borrowed while visiting a physical branch of the Library. Library couriers will empty the item return box each time they service the kiosk. Returned materials will be checked in with a grace period equal to the number of full days since the item return box was emptied.

Loan periods and charges

All items checked out through an Express location are treated as if they were checked out at one of the Library's branches. All policies regarding loan periods, renewals, overdue fines, and replacement charges will apply. Materials checked out to a patron through an Express location will always include a receipt noting the due date of the materials.

Check Out

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The Library checks out material to any patron who presents a valid CCPL library card and acceptable identification if the patron's photo is not in the account. The patron may also present photo identification (e.g. state-issued ID, employee ID, TANK card, etc.) if he or she does not have his or her card.

Standard loan periods

The following loan periods will apply to materials circulated by the Library:

- Books.....28 days
- Audiobooks.....28 days
- Music CDs.....28 days
- Magazines28 days
- Software/Video games14 days
- DVDS7 days

Special loan periods

DVDs and books with long waiting lists will have shortened loan periods. In these cases, the loan period for books will be reduced to 14 days. The loan period for DVDs will be reduced to 3 days. (The loan period will not be reduced for books with more than 400 pages and DVD sets with 4 or more discs that check out as one unit, e.g. TV series.)

Other material may be designated for shorter or longer loan periods but this will be specially noted.

Extended loans are permitted for special circumstances, i.e. vacation, illness, etc. High demand material is not available for extended loans.

Reference material does not circulate except in special circumstances at the discretion of the Branch Manager.

Honor books are not assigned a due date. Books designated as "honor" are generally books that have been donated to the Library that are not cataloged, processed, or tracked by the Library. Patrons are not required to have a library card or identification to borrow honor books.

Limits

A limit of 50 total physical items per library card may be checked out at any given time. In addition to the physical items, patrons may check out the maximum number of e-content items as allowed by the Kentucky Libraries Unbound consortium at any given time. Honor books do not count toward the maximum limit.

Certain types of items may be limited due to demand or availability:

- Children's books may be limited during the summer reading program or other specified times, i.e. holidays;
- DVDs are limited to 14 per cardholder;
- Software is limited to 7 items per cardholder;
- Video games are limited to 3 items per cardholder;

See *Borrower Types* for other limits that may apply to certain cardholders.

Renewals

All items (except e-content) are automatically renewed for an additional loan period, equal to the original loan period, 3 days before each item's due date unless there is a hold on the item or the patron's account balance at the time of the renewal is \$10 or more. Each item is limited to 2 automatic renewals. Items may be renewed for a third and final loan period in special circumstances at the discretion of the Patron Services Supervisor or Branch Manager. Materials that are 35 or more days overdue are not eligible for renewal.

Returns

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Materials that are checked out from any Campbell County Public Library location may be returned to any other CCPL location including item return boxes at kiosk locations. All materials returned at branch locations will be removed promptly from the patron's record. Items returned at kiosk locations will be checked in with a grace period equal to the number of full days since the item return box was emptied.

Outside item returns

The Library maintains outside units to return items 24 hours per day. These units are emptied at various times during the business day. Materials returned in the outside units after closing but prior to opening are considered returned on the previous business day.

Reciprocal returns

CCPL materials that are returned to a SWON member library will have all fines waived when returned to CCPL due to the uncertainty of delivery times.

CCPL will accept for return any materials (excluding A/V equipment) borrowed from any SWON library. Materials will be returned via delivery service. There is no guarantee regarding the time required for transport or fines that may be assessed by the owning library.

Missing Parts

Library materials that are returned with missing parts that would prohibit use of that item by another patron will not be checked in. Current patron and last patron information is collected then the item is renewed (if possible) to allow time to resolve the issue. These items will remain on the patron's account until all parts of the item have been returned. If the missing parts are not returned, the item is charged to the patron's record.

Overdues

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Library material is considered overdue the day following the date due assigned by the automation system.

Reminders

Patrons are notified by staff of any overdue item any time that the patron record is accessed. Patrons may continue to borrow materials until an item is overdue for 35 or more days unless their account has been submitted to the credit reporting agency. If their account has been submitted to the credit reporting agency they must pay their balance in full in order for borrowing privileges to be restored. After an item is more than 35 days overdue, borrowing privileges are suspended. Return of the item or payment for the item is required to clear the account.

Patrons are notified by staff of any amount of money owed whenever the account is accessed. Patrons may continue to borrow materials unless charges are \$10 or more. If charges exceed \$10, payment is required to bring the balance under \$10.

Payment schedules may be arranged at the discretion of the Patron Services Supervisor.

Notifying patrons of overdues

Library staff will notify patrons of overdue materials. Patrons may choose one of four notification methods: telephone, text, email, or postal mail. All patrons receive a mailed bill (regardless of notification method chosen) for materials that are 60 days overdue.

The following schedule will be used for notifying patrons of overdue materials:

<i>Number of days overdue</i>	<i>Type of Notification</i>
7	1 st notice
14	2 nd notice
35	3 rd notice
60	4 th notice and final billing
135	Referral to Credit Reporting Agency

Grace period

No fines are assessed if the item is returned within two days of the due date, but full charges apply if the item is returned after the grace period has expired.

Closed dates

The automation system recognizes dates when the Library is closed and will not charge fines on those days. Closed dates are manually entered into the automation system each year. Closed dates will match the holidays observed in the *Personnel Policies*. Additional annual closed dates are Staff Day (when all branches are closed) and Inventory Day (when only one branch is closed).

When the Library is closed incidentally (i.e. weather related events), the automation system will not recognize the closure. Staff will manually adjust for these events and waive fines as necessary.

Fines

Fines on all items will accrue at a rate of \$0.10 per item per day up to a maximum of \$3.00 per item.

Waiving fines

All Patron Services staff may waive fines under \$10 using their own discretion and exercising reasonable judgment. Fines greater than \$10.00 are waived at the discretion of the Patron Services Supervisor or the Branch Manager.

Withdrawing overdue materials

Materials are changed from "lost" to "withdrawn" after 180 days by the automation system. The patron will be charged the list price plus the maximum fine for overdue materials that have been withdrawn. Full payment is required to restore borrowing privileges.

"Withdrawn" items are deleted monthly by Technical Services staff. After one year, "withdrawn" items are purged from the catalog completely. Patrons will not be credited or refunded for items that are found after the item has been purged from the catalog.

Illness, Acts of God, or stolen materials

Patrons who are unable to return materials to the Library due to illness or other emergencies may have fines waived or due dates extended at the discretion of the Patron Services Supervisor.

Patrons who are unable to return materials due to Acts of God may have fines waived or due dates extended by the Patron Services Supervisor.

Patrons whose library materials are stolen must provide a copy of the police report stating that library materials were included in the theft. Fines or charges will be waived by the Patron Services Supervisor.

Bankruptcies

When a patron has been approved by the courts for filing bankruptcy, the Library will be notified through official documentation provided by the courts. The Library will waive all fines, fees, and charges (including any charges for unreturned/lost items) on the patron's account including the credit reporting agency service fee upon proof of discharge of debt. The fines and fees for dependents of the patron may also be waived upon the patron's request. The form denoting the filing will be kept by the Business Office and documentation should be added to the patron record to indicate that fines, fees, and charges have been waived.

Credit Reporting Agency

Created 17 Feb 2009
Revised 20 Apr 2016
Reviewed 15 Mar 2017

The Library employs a credit reporting agency for the return of long overdue materials or for the collection of uncollected fines of more than \$10.00. Certain adult borrower types and all juvenile borrowers are excluded from credit reporting.

The Library's automation system works in coordination with the credit reporting agency to generate the report of patrons who meet the following criteria:

- Patrons with materials that have been overdue for more than 135 days;
- Patrons with fines or fees greater than or equal to \$10 who have not resolved their accounts in the past 30 days.

Patron accounts that exceed \$25

Patrons with fines or fees greater than or equal to \$25 who are reported to the credit reporting agency will be charged a \$10.00 fee in addition to any other charges on their account. This fee is used to recoup the Library's costs for the credit reporting agency's services.

The report to the credit reporting agency will include the patron's contact information and the amount of fines that are charged to the account. Records of borrowed materials are not provided to the agency.

Small Balance Program - Patron accounts with balances between \$10 and \$25

The credit reporting agency sends letters to patrons who owe between \$10 and \$25 reminding them of unresolved charges on their accounts for the purpose of recovering lost materials and encouraging patrons with low balances to resolve their accounts and begin using the Library's services again.

Patrons in the Small Balance Program will not be charged additional fees as long as their balance remains below \$25.

Claims

Revised 15 Mar 2017
Reviewed 15 Mar 2017

Claim Returned

The status of an item on a patron's record may be changed to "claim returned" when the patron believes that an item checked out on his or her account has been returned to the Library.

As a first step, the Library will renew the item in accordance with the renewal policy and the patron will be asked to search for the item. The Library will conduct one search at all branches (as necessary) for the item. Documentation of such action will be noted in the patron record.

After two renewals, the item's status will be changed to "claim returned." The patron will be provided with a letter explaining the claim returned process:

- Each branch will search for the item once each month for a period of 120 days.
- If the item is not found within 60 days, the patron will be mailed a letter indicating the status of the search.
- If the patron finds the item within 120 days, the patron will be liable for only late fees associated with the item.
- If the item is not found by the Library or the patron, the patron will be charged for the late fees and replacement cost of the item.
- If the item is found by the Library, the patron will not be charged any fines or fees.

Exceptions may be made at the discretion of the Patron Services Supervisor, Branch Manager, or Director.

Claimed Never Had

The status of an item may be changed to "claimed never had" if the patron feels very strongly that he or she never borrowed the item from the Library. Patrons are not charged fines or replacement costs for items that are "claimed never had." Suspected abuse should be reported to the Patron Services Supervisor or Branch Manager.

Lost or Damaged Material Charges

Revised 15 Mar 2017
Reviewed 15 Mar 2017

Lost materials

The patron is responsible for all materials borrowed on his or her card. The charge for lost materials is the list price as recorded in the item record. If an amount is not recorded, the following charges are used:

• Audiobooks	\$25
• DVD	\$25
• DVD series	\$50
• Fiction (hardcover)	\$20
• Fiction (paperback)	\$5
• Magazines	\$3
• Music CD	\$15
• Nonfiction (hardcover)	\$20
• Nonfiction (paperback)	\$10
• Software	\$20
• Video game	\$40

In addition to the replacement cost, the borrower is responsible for overdue charges that accumulate until the day the material is reported lost. When a patron has a "lost" item, full payment of the lost item is required to restore borrowing privileges.

Refunds for materials may be made until the record is purged from the Library's catalog.

Damage assessments

Patrons are not charged for the normal wear and tear of materials. If an item has been damaged due to misuse or neglect, the following charges may be assessed:

- Minor damage that can be repaired: **\$1 per damaged part**
 - Damaged/torn plastic book cover
 - Damaged/torn paper dust jacket
 - Damaged/torn jacket for AV material
(e.g. DVD, music CD, video game, audiobook)
 - Missing barcode

(example: a book returned without the cover, jacket, and barcode will result in a \$3 charge to the patron)

- Material that is no longer usable: **full price**
 - Water damage (more than 1/3 of the book)
 - Stained pages (more than a few)
 - Marked pages (e.g. pen/crayon – more than a few)
 - Evidence of bed bugs in books (e.g. blood stains, dead bugs)
- Non-repairable damage if the material is still usable: **no charge**
(examples: minor water damage, pen/pencil/crayon marks on a few pages that does not interfere with text/illustrations)

Damaged items that must be withdrawn will be held by the owning library for 30 days in the event that the patron wants to see the item. If a patron pays for an item in full, the item becomes the property of the patron.

Replacement packaging

The charges for replacement of cases, packages, and bags are set to cover the average cost of such packaging. The Library will absorb differences in the cost of replacing such materials due to the difficulty of addressing most individual situations. The following charges apply:

- Video game/DVD case or CD jewel case **\$1**
- Book with media or software bag **\$3**
- Multi-disc CD case for audiobooks **\$10**
(Individual CD sleeves are \$1 each.)

Some packaging may be unique to the item or a special order for the Library. In such instances, Patron Services staff should contact Technical Services to determine a replacement cost.

Circulating damaged materials

Damages to items that will continue to circulate should be noted and dated on the item and in the item record.

Damaged items found on the shelf should not be checked out if repair or replacement is required. If a patron presents a damaged item for check out, staff should attempt to find a different copy for check out. If a different copy cannot be found, a note should be placed in the item record so that it will be repaired or removed from circulation when returned.

Replacement items

On a case by case basis, patrons may be allowed to replace lost or damaged items in lieu of payment. Decisions about replacement items will be made at the discretion of the Patron Services Supervisor or Branch Manager.

Damage to patron's equipment

The Library generally accepts no responsibility for damage that might be incurred by the use of items borrowed from its collection. If the use of an item can be proven by a service technician to have caused damage to a patron's equipment, the matter will be reviewed by the Patron Services Supervisor. In such cases, the Library may provide up to \$50.00 to the patron to help recover the costs of replacement or repair.

The Library does not accept responsibility for damage to hardware or software as a result of downloading electronic materials.

Reserves and Branch Transfers

Revised 15 Mar 2017
Reviewed 15 Mar 2017

A reserve (or hold) may be placed on most materials owned by the Library. Reserves may be placed in person, by computer, by app, or by phone. All reserves are held at the Patron Services desk for four business days. Patrons will be notified when a reserved item is available by the patron's chosen notification method.

A limit of 50 total physical items per library card may be on hold at any given time. In addition to the physical items, patrons can place on hold the maximum number of e-content items as allowed by the Kentucky Libraries Unbound consortium at any given time.

Limits

There is a limit of 50 holds per patron for:

- Books;
- Magazines;
- Audiobooks;
- Music CDs.

There is a limit of 14 holds per patron for:

- Non-restricted DVDs
- Restricted DVDs

There is a limit of 7 holds per patron for:

- Software

There is a limit of 3 holds per patron for:

- Non-restricted video games
- Restricted video games

See *Borrower Types* for other limits that may apply to certain cardholders.

Order of processing

Reserves are processed in the order that they are placed. Patrons may suspend fulfillment of a reserve without loss of place in queue upon request (i.e. when the patron will be on vacation).

Branch transfers

Materials that are currently checked in may be transferred from one branch to another upon patron request. For most items, a reserve may be placed on the item in order for the item to be transferred. Once the item has been received at the destination branch, it will be held for the patron for four business days.

Interlibrary Loan Services

Revised 15 Mar 2017
Reviewed 15 Mar 2017

Interlibrary loan is a free service offered to Campbell County Public Library patrons. It is used as a means of providing material not available in the Library's collection where purchase of such material is not possible or is not deemed appropriate. The Library will loan material, at no charge, to other libraries upon request when the loan will not interfere with public service.

Loan periods

The circulation period of interlibrary loan material is determined by the lending library. Most books, audiobooks and music will have a circulation period of two weeks, while most DVDs will circulate for one week. Other terms or conditions may be imposed by the lending library. Renewals are restricted by the lending library. Requests for renewals will be honored in cooperation with the lending library if possible. Renewal requests are referred to the Interlibrary Loan Specialist. Should a patron ask for an Interlibrary Loan renewal at a time when the Interlibrary Loan Specialist is unavailable, Patron Services staff may grant a one-week renewal.

Limits

The following limitations are placed on requests for interlibrary loans:

- The Library will consider six item requests per patron, per month. This includes both Interlibrary Loan and purchase requests. Any additional requests received may be held and processed the following month.
- The Library will request photocopies of articles. Such requests should be accompanied by the source, title, volume number, issue number and date of the article. Patrons are responsible for any photocopying charges that are applied by the lending library. Patrons may request up to five periodical articles through Interlibrary Loan.
- Requests for genealogical materials should be accompanied by a specific title for the material requested.
- Requests will not be made for bestseller materials or materials that are within one year of the publication date. These materials will be recommended for purchase for the Library.
- Other materials may also be restricted by the lending library. In such cases, the patron will be notified by the Interlibrary Loan Specialist.
- The Library does not loan video games, any items that are in high-demand by patrons, or items that have been published in the last six months. Consequently, the Library will not attempt to borrow the same

items from other libraries. Requests for such materials will be considered a purchase request.

Check out and overdue material

Interlibrary loan materials are checked out on the patron's Campbell County Public Library card.

Regular Campbell County Public Library overdue fine rates apply to interlibrary loan items. Patrons are also responsible for any other charges that may apply.

Damaged or lost materials

Patrons are responsible for loss, damage, and associated costs or fees while the materials are in their possession.

Suspension of Interlibrary Loan privileges

The Library reserves the right to suspend interlibrary loan privileges for any reason. Privileges will be suspended under the following conditions:

- Patrons with overdue interlibrary loan materials;
- Patrons who habitually return interlibrary loan materials late;
- Patrons who habitually do not pick up interlibrary loan materials;
- Patrons whose fines are \$10 or more.

Loans to other institutions

The following guidelines apply to loans to other institutions and libraries:

- Circulating materials and selected reference materials are available for lending to other institutions and libraries;
- Reference materials will be loaned only if regular service will not be disrupted. Such determinations are made by the Branch Manager;
- Items loaned to other institutions and libraries will be checked out to the Interlibrary Loan Department;
- There are no charges or fees for lending materials;
- There are no charges for postage.

The Library will contact the borrowing library when materials become overdue. Other libraries may be prohibited from borrowing where a poor borrowing history becomes evident.

Search Lists

Created 21 Mar 2006
Revised 18 Mar 2015
Reviewed 15 Mar 2017

The Library will conduct searches based on the status of certain items. The purpose of these searches is to resolve issues on patron accounts and to maintain the integrity of Library records and the Library collection. The lists of items to be searched will be created at each branch by Patron Services staff.

Claim Never Had

A search for items with this status will be conducted once each month at all branches. After 120 days, the status will be changed to "withdrawn" by the owning location.

Claim Returned

A search for items with this status will be conducted once each month at all branches. After 120 days, the status will be changed to "withdrawn" by the owning location.

In Transit

A search for items that have held a status of "in transit" for longer than 3 days will be conducted once per month at all locations. If the item is not found, its status will be changed to "missing" by the owning location. Collection Services will resolve all "in transit" items with the collection code of "ILL".

Lost

A search will be conducted for all items in a "lost" status at the owning location once per month. After 180 days, the item will be converted to the status of "withdrawn" by the automation system.

Missing

The status of an item is changed to "missing" when its current status is "checked in" and the item cannot be located in the collection. Items in a "missing" status will be searched within the collection of the owning location once each month. After an item has been "missing" for 120 days, its status will be changed to "withdrawn" by the automation system.

Withdrawn

The Library does not conduct searches for “withdrawn” items. When an item is withdrawn that has a hold, Collection Services will be notified. Once each month, all “withdrawn” items will be deleted from the database by the Technical Services Department. Deleted item records will be permanently purged from the database after 12 months.

Deposit Collections

Revised 15 Mar 2017
Reviewed 15 Mar 2017

Deposit collections for organizations

The Adult Outreach Services Librarian and Early Literacy Outreach Librarian collect and deliver deposit collections to eligible organizations. Circulation of materials in a deposit collection is monitored by the receiving organization. Organizations that are eligible for deposit collections include:

- Assisted living facilities;
- Children's residential facilities;
- Nursing homes;
- Retirement complexes;
- Childcare providers (including in-home providers);
- Preschools;
- Other institutions that are approved at the discretion of the Adult Outreach Services Librarian or Early Literacy Outreach Librarian

No fines apply to deposit collection materials. No fees are charged for lost or damaged materials in a deposit collection.

Honor outreach deposit collections

The Library, as a public service, may deliver honor collections to institutions throughout the county. Items designated as "honor" are generally items that have been donated to the Library that are not cataloged, processed, or tracked by the Library. Patrons are not required to have a library card or identification to borrow honor books. These collections are not circulated by the Library but are maintained by the Library.

Record of Materials Borrowed

Created 21 Mar 2006
Revised 16 Mar 2016
Reviewed 15 Mar 2017

The Library will retain a record of materials borrowed by a patron upon request.

The patron should understand that:

- The record is intended solely for the use of the patron and can be provided to the cardholder upon request;
- The record is subject to subpoena or request by law enforcement officials;
- The record could be used as evidence in a legal action;
- The Library may be unable to inform the patron that such information has been confiscated.

The Library maintains records of materials borrowed by Adult Outreach, Juvenile Outreach, and Book Buddies borrowers. These records are used by the Library to provide materials to these patrons. These records are subject to the same conditions as above.

Records of borrowed materials may be periodically purged by the Library without notification to the patron. (A maximum of three years of borrowed materials will be retained or no more than 1000 items will be retained, whichever occurs first.)

Confidentiality of Library Records

Revised 16 Mar 2016
Reviewed 15 Mar 2017

All transactions between the Library and its patrons are considered confidential.

In accordance with KRS 61.931-934 and applicable policies adopted by the Department for Local Government, the Library will take every reasonable precaution to ensure that any personal information that is kept by the Library for any purpose is safeguarded from unauthorized access.

Types of information protected include, but are not limited to:

- *Patron registration files.* Information included in printed and automated patron registration files is confidential. It is not available for distribution nor should it be discussed with other patrons. It should be discussed with other staff only as it relates to the Library's business.
- *Circulation records.* Information regarding materials used by a patron is confidential. It is not available for distribution nor should it be discussed with other patrons. It should be discussed with other staff only as it relates to Library business. The parent/legal guardian or approved caregiver of a child under 18 may (with appropriate identification) receive information concerning items checked out to the child.
- *Verbal transactions.* Reference transactions and other verbal exchanges between staff and patrons are confidential and not to be related or discussed except as related to the Library's business.

Registration and circulation records shall not be available to any agency of state, federal, or local government except pursuant to process, order, or subpoena as may be authorized under the authority of, and pursuant to, federal, state, and local law relating to civil, criminal, or administrative discovery procedure or legislative investigative power. Such requests to release patron information will be forwarded to the Director immediately. Written documentation of all requests to release patron information is required.

Warrants are immediately executable and staff should comply with law enforcement personnel in their execution. The Director will be notified whenever a warrant is used to gain access to patron information. A copy of the warrant will be retained by staff. The copy of the warrant will be delivered to the Director.