

Approved by the Library Board of Directors on March 9, 2017

**EMPORIA PUBLIC LIBRARY
CIRCULATION POLICY**

Emporia Public Library Cards

Eligibility

In order to borrow materials from the Emporia Public Library, library users (patrons) must register for an Emporia Public Library card. Cards are issued free of charge to all Kansas residents with proof of identification and a current address.

1. Applying for a Library Card

- a. Application for a card must be made in person.
- b. Patrons must provide their full legal name, current address, and date of birth. College students and hotel residents will be asked to provide a permanent address.
- c. Patrons must sign the library card application indicating they are willing to accept responsibility for library materials checked out and information accessed on computer workstations with their cards.
- d. When applying for a card, patrons under the age of 18 must be accompanied by a parent or legal guardian who must sign the application and provide proof of identification. Parents/legal guardians are responsible for materials checked out and information accessed on computers with their child's card.
- e. Patrons will receive a new card and are encouraged to present the card in order to check out materials or access computer workstations. This ensures no one else is using the card or number, provides accuracy and speeds the check-out process. Patrons without their cards will be asked to provide proof of identification by answering questions based on account information.
- f. Patrons will be issued a confidential PIN (Personal Identification Number) with their library card which should be carefully guarded. This PIN allows patrons to access their library account on a library computer or online.

Homebound Patron Card

The Homebound Program is an outreach service for the delivery of all library materials to those who are physically unable to visit the library. To qualify for homebound services, patrons must live within Emporia city limits, have an account in good standing and be physically unable to come to the library on their own, regardless of age. A temporary

condition such as having surgery or an injury may qualify patrons for this program for as long as the condition persists.

Patrons who are interested in homebound service should consult the library assistant in charge of homebound services, who will complete the required application and make arrangements for homebound delivery.

2. Identification and Proof of Residency

The library requires two forms of identification in order to issue a card:

- a. Photo ID
- b. A lease agreement or mail that has been postmarked and delivered to the patron's current address within the last three weeks

It is the responsibility of the patron to notify the library when registration information has changed.

3. Lost or Stolen Cards

If a library card is lost or stolen, the patron should inform the library immediately so that the card can be marked as such to prevent its misuse.

- a. Patrons are responsible for all materials checked out on their library card if the card is lost or stolen and not reported.
- b. Patrons will be charged a nominal fee for replacement of a lost or stolen card. The charge to replace a stolen card will be waived if a police report has been filed.

If a card has been reported lost or stolen, the patron must show a valid form of identification before cards are replaced and materials can be checked out again.

4. Damaged Cards

If a card is damaged due to heavy usage, the library will verify the patron's personal information and issue a new card at no cost.

5. Renewal of Library Cards

All library cards are valid for one year from the date of issue, expire automatically after one year and may be renewed. Patrons will occasionally be asked to verify their address and other personal information. Library cards that have been inactive for three years will be purged annually.

6. Use of Library Cards

Patrons are encouraged to present their own library card at the circulation desk to check out materials. After checking out library materials they will receive a receipt listing the materials checked out and the date they are due back at the library. The library will send a courtesy reminder to patrons one day before materials are due.

When the due date falls on a holiday when the library is closed, or on a day when the library is closed due to bad weather or other unexpected circumstances, the loan period will be extended until the next day the library is open.

Patrons can keep their library accounts in good standing by:

- a. Returning materials on or before the due date either inside the library or in one of the 24-hour book returns located adjacent to the building. (Patrons are encouraged to return DVDs, audio books and music CDs inside the library to avoid the possibility of damage.)
- b. Adhering to the borrowing limits for all types of materials.
- c. Renewing items in person, by phone or via the web prior to the due date.
- d. Keeping the amount of money owed below \$5.00.
- e. Reviewing their accounts via the library's website using their Personal Identification Number (PIN).
- f. Keeping the library informed of changes in personal account information promptly.
- g. Keeping track of their accounts and letting the library know of any errors immediately.

A patron's account will be marked delinquent when items are overdue or money is owed. This status will not affect the ability to borrow materials from the library until the value of fines or materials totals \$5.00 or more, at which point the account is blocked. An account may also be blocked when the information is no longer current or when there are three or more "claims returned" items on it. Once an account is blocked, all check-out privileges for that patron are suspended although patrons with blocked cards may still use the library and the public access computers. A card may be unblocked by paying the fine, returning/paying for lost materials or resolving the issue that caused the card to be blocked.

Patrons with blocked accounts may not use another patron's library card to check out materials.

Material Checkout

A loan period is the length of time that one patron may keep a specific item.

A loan limit is the total number of items of a specific type or total value that any one patron may have on loan at one time.

A renewal is an extension of the original loan period. Renewing library materials is a courtesy to patrons who have not completed their use of an item. Limits on renewals exist so that all patrons can have an equal opportunity to use the library's materials. An item cannot be renewed if holds have been placed on the item.

New library cards are active as soon as they are issued but new patrons will be limited to 5 items at one time for the first three months.

Items	Loan Periods	Renewable	Loan Limits	Overdue Fines
Print items	21 days	One time*	No Limit	.10 per day per item
Music CDs and audio books	21 days	One time*	5 items per card per checkout	.25 per day per item
DVDs	7 days	One time*	5 items per card per checkout	\$1.00 per day per item
Kits for Kids Power Packs	21 days	One time*	2 Kits/Packs per card per checkout	\$1.00 per day per item
Playaway Views and Launchpads	7 days	One time*	No limit	\$1.00 per day per item

*An item may be renewed by phone, in person, or by accessing a patron's account through the EPL web site if there are no holds currently placed on that item.

Holds (requests for materials currently checked out)

Patrons may place holds in person, by phone or through the online catalog. When the item becomes available, the patron will be notified and the item held at the Circulation Desk for one week.

1. There is no charge for placing a hold on library materials.
2. Holds must be picked up in person and can only be checked out on the card upon which the hold was placed.
3. Holds will remain active for two months. If the hold has not been filled by that time, the hold will be cancelled. Patrons will be contacted and will be given the opportunity to obtain the item through interlibrary loan service if they still want the materials.

Fines and Fees

The Emporia Public Library charges fines as an incentive for patrons to return materials and charges fees to offset the cost of recovering and replacing lost and damaged materials. No fines will be charged on the days the library is closed.

If materials are not returned by the due date, patrons may return their items in the next two days without fines. If materials are returned after the two-day grace period, patrons will be sent an overdue notice and fines will be charged from the date the materials were due.

The maximum fine per item is the value of the overdue material. (See chart above for fine structure.)

If an item is lost or damaged, the replacement cost as well as any fines that have accrued will be charged to a patron's account. The replacement cost will be determined by the value of the item when it was catalogued and placed in the library's collection or the value of the item as determined by the library staff.

Claims Returned Policy

The Emporia Public Library allows patrons to claim that they have returned materials that the circulation system indicates are still checked out to them. Items marked "claims returned" remain on the patron's record. Patrons may have three "claims returned" items on their record and maintain borrowing privileges. Upon claiming the fourth item to be already returned, the card will be blocked. A card may be unblocked by paying the fine, returning/paying for lost materials or resolving the issue that caused the card to be blocked.

Refunds

If a patron locates an item that was reported lost and paid for within the previous six months, the patron will receive a full refund for the value of the item but not for any accrued fines.

Interlibrary Loan Requests

Library patrons with current accounts may request that the library attempt to locate a specific item that is not available in the Emporia Public Library's collection. A patron may request an item in person, by phone or through the online catalog. Each patron is limited to five requests at one time on his/her card. The Emporia Public Library does not charge a fee for this service; however, the lending library may impose a fee. Renewal requests for Interlibrary Loan materials can only be granted through the Interlibrary Loan Library Assistant. Library patrons who fail to return material borrowed for them via interlibrary loan will be charged for the value of the item (as determined by the lending library) and may not borrow items through interlibrary loan until their accounts are current.

Confidentiality of Patron Records

Patron records are private data and no information, other than the patron's name, will be divulged without a court order. Requests for access to patron records will be referred to the library director. A parent or legal guardian of a minor or a person adjudged mentally incompetent whose signature is on the library card application may be granted access to that library record.

When contacting patrons a message will be left without divulging any of the patron's personal data, including information on library materials.

Any questions or problems regarding confidentiality of patron records will be referred to the library director for resolution.