

## **Circulation Policy**

### **Library Accounts**

A Union County Library account in good standing is necessary to borrow materials.

#### **Eligibility**

Persons who reside in, own property, or have a business in Union County (and their immediate family members living at the same address) and work or attend school in Union County are eligible for a free account. Non-residents are eligible for an account with a biennial, annual, or quarterly fee payment.

### **Account Types**

#### **Standard account**

County residents, owners of the property or a business within the county (and their immediate family members living at the same address), and students enrolled in a school in Union County are eligible with proof of identification and residency, ownership, or enrollment.

#### **Employed in Union County**

Union County employees are eligible for a free library account with proof of employment.

#### **Educator**

Educators qualify with proof of employment in a school in Union County or proof of county residency and North Carolina homeschool registration. This account may borrow up to 50 items and allows a 3-week loan period for most materials (restrictions apply), with up to two renewals if an item does not have a waiting list. Educator accounts will not accrue late fees but incur a total charge for lost or damaged material.

#### **LEAP Educator**

Educators qualify with proof of employment in a school participating in Libraries + Educators As Partners (LEAP). The account holder can choose a Standard Account and a LEAP Account if eligible. This account may borrow up to 50 items and allows a 3-week loan period for most materials (restrictions apply), with up to two renewals if an item does not have a waiting list. The LEAP Educator Account will not accrue late fees but incur charges for lost or damaged materials.

#### **Non-residents**

Non-residents who do not fall into the above categories are eligible with proof of identification and payment dues. The cost per household is \$45 biennial, \$25 annually, or \$15 for six months.

Non-residents may not make meeting room reservations.

During periods of economic stress, as determined by the Library Director, non-resident account holders may be subject to service limits.

#### **Temporary**

Patrons unable to provide the registration requirements for a standard account are eligible for a 6-month account with a borrowing limit of 5 items. Their immediate family members living at the same address qualify for Temporary accounts.

- County residents
- Owners of a Union County property
- Business owners within the county
- Persons employed in Union County
- Students enrolled in a school in Union County



### **Homebound**

Patrons may apply for a Homebound Account if they are homebound or don't have transportation to visit a Union County Library. Homebound patrons are served by designated Library staff. Items checked out to a Homebound Account are borrowed for a month.

Restrictions on the new and popular library material may apply.

### **Registration**

The following documentation is used to establish eligibility for an account:

#### **Standard Account:**

County residents must provide the following:

- Official photo identification
- Proof of current street address

County property owners must provide the following:

- Official photo identification
- Proof of property ownership

Business owners must provide the following:

- Official photo identification
- Proof of business ownership

Students enrolled at SPCC and Wingate must provide the following:

- Official photo identification
- Proof of enrollment

#### **Employed in Union County:**

Union County employees must provide the following:

- Official photo identification
- Proof of employment in Union County

#### **Educator:**

Educators in Union County must provide the following:

- Official photo identification
- Proof of employment in a school in Union County or proof of current Union County physical address and North Carolina homeschool registration

#### **LEAP Educator:**

- Proof of employment with a school participating in LEAP

#### **Non-residents:**

Non-residents must provide the following:

- Official photo identification
- Non-resident fee

#### **Temporary:**

Temporary Accounts must provide official photo identification.

**Group Home Residents:**

Group Home Directors must have a good-standing library account and agree in writing to be responsible for all group home residents registering for an account. A verified group home employee must accompany the group home resident and will be linked to the group home director's library account.

**Homebound:**

Homebound accounts are issued to homebound patrons who are served by designated library staff. The cards are kept and used only by those staff.

**Teens (13 years of age through 18 years of age):**

Teen must provide official photo identification and proof of current street address. A parent, grandparent, or legal guardian may provide official photo identification and proof of current street address to vouch for their teen.

Non-resident students enrolled in a school in Union County must provide proof of enrollment to be eligible for a free account.

**Juveniles (12 years of age and younger):**

A parent, grandparent, or legal guardian with a good-standing library account must provide official photo identification and proof of current street address.

The parent, grandparent, or legal guardian takes responsibility for all borrowed items and will have the child's account linked to their account.

The responsible party can limit the Juvenile account to borrowing only children's materials or allow access to all library materials.

Non-resident students enrolled in a school in Union County must provide proof of enrollment to be eligible for a free account.

**Special Circumstances**

An adult with a good-standing library account may provide their information and sign to be the responsible party for a person who cannot write their name, proof of identification, or address. The accounts will be linked together.

**Linked Accounts**

Adult account holders may choose to link their accounts if both account holders are present. However, all linked accounts must be in good standing to unlink adult accounts.

All juvenile accounts must be linked to a parent, grandparent, or legal guardian.

**Responsibility**

Account holders are responsible for all materials borrowed from their accounts and any linked accounts. Account holders are responsible for updating changes in contact information as they occur.

**Suspension of borrowing privileges**

Borrowing privileges will be suspended:

- The balance on an account exceeds \$10
- An item on an account is long overdue (90 days or more)
- Borrowing privileges are suspended on a linked account



### **Lost Cards**

Lost library cards should be reported immediately. Library account holders are responsible for all materials borrowed from their account until they report the card as lost.

### **Replacement Cards**

The account holder must provide official photo identification to replace a lost or stolen library card at no cost.

### **Account Renewal**

Renewal of library accounts is in person and according to the borrower type. Each individual or the linked accounts must be clear of fines and long overdue material before the accounts can be renewed.

- Teens and Juveniles may renew their individual accounts

**Accounts will be renewed with the following documentation:**

#### **Standard Account:**

- County residents must present official photo identification and proof of residence
- County property owners must present official photo identification and proof of property ownership
- Business owners must present official photo identification and proof of business ownership
- Students enrolled in a school in Union County must present official photo identification and proof of enrollment. An adult parent or guardian may present official identification and vouch for the identity of a juvenile or teen without photo identification

#### **Employed in Union County:**

Union County employees must present official photo identification and proof of employment.

#### **Educator:**

Educators must present official photo identification and proof of employment in a school in Union County or evidence of North Carolina homeschool registration.

#### **LEAP Educator:**

Educators must provide proof of employment in a school participating in LEAP.

#### **Non-residents:**

Non-Residents must present official photo identification and pay the biennial, annual, or semiannual non-resident fee.

#### **Temporary:**

A Temporary Account can be updated to a Standard Account to attain full borrowing privileges if the holder provides the necessary registration requirements. Most Temporary Accounts cannot have their expiration date extended.

#### **Exceptions:**

Shelter Residents may present their library card or official photo identification and a current letter from the shelter director.

The Group Home Director or a verified Group Home employee may renew Group Home Resident accounts.

**Homebound:**

Homebound accounts will be renewed by designated library staff.

**Confidentiality of Library Records**

Disclosure of an account or account record can be disclosed to patrons who have their accounts linked or the contact person listed on their accounts.

The staff shall not disclose any information about the patron's library accounts, account record, material requested, the services used, or usage of the library, except as provided under these circumstances:

- When required by the library for library operation
- With the written consent of the user
- Under a subpoena, court order, or where otherwise required by law

**All subpoenas, court orders, etc., should be directed to the Assistant Director or Library Director.**

**Library Materials****Loan Periods**

Most Circulating items have a loan period of 21 days with the following exceptions:

- 7 days: DVDs and Magazines
- 14 days: Adult New books
- 14 or 21 days: Overdrive, Hoopla, and Kanopy eBooks and eAudiobooks
- 42 days: Book Club Kits

**Item Limits**

Most accounts may borrow 35 items.

**The following limits on item types also apply:**

- 1 Technology Device or 1 Launchpad Device
- 2 Book Club Kits & 2 Board Games
- 3 Hoopla items per month & 3 Kanopy items per month
- 4 Display items
- 10 DVDs
- 14 Overdrive eBooks or eAudiobooks

**Accounts with special borrowing privileges:**

- LEAP Educators and Educator accounts may borrow 50 items
- LEAP Students may borrow 10 items
- Temporary accounts may borrow 5 items

**Renewals**

Most items may be renewed twice. Book Club Kits may be renewed one time. The following items may not be renewed:

- Items with Holds
- AV Equipment
- Technology Devices
- Board Games
- Launchpad Kit



### **Return of Items**

Items may be returned to any Union County Library location regardless of where they were checked out. Items may be brought into the library during business hours or placed in the outside returns.

### **Exceptions:**

Technology Devices, Launchpad Devices, and AV equipment must be returned in person at the same location from which they were borrowed.

Borrowers are responsible for materials until they are checked in.

## **Special Types of Materials**

### **Board Games**

Borrowers checking out the kit are responsible for all items, including the bag. Juvenile-Only Accounts are excluded from checking out Board Games due to parental restrictions.

- Board Games must be returned inside any Union County Library

### **Book Club Kits**

All book club kit titles are available to be placed on hold and can be picked up or returned at any location. Kits must be returned to the library, not the book drop.

- The cardholder checking out the kit is responsible for all items in the kit, including the bag
- Replacement books are the Cost of the book
- Each kit includes 10 copies of a title, a tote bag, and discussion questions

### **Launchpad Device**

Borrowers who check out a Launchpad Device are responsible for all items in the kit, including the case. Patrons are allowed to place holds on the Launchpad Device. All Temporary Accounts and LEAP Student Accounts are excluded from checking out a Launchpad Device.

Lending Terms:

- Present a Library Card that is in good standing
- Must have current address and phone number on file
- No fees greater than \$10.00

### **Technology Devices**

Borrowing privileges are extended to an account holder of an Adult, Employed in Union County, Adult Non-resident, Adult Student, Educator, and LEAP Educator.

Borrowers must meet the following conditions:

- Age 18 or older
- Have an account in good standing
- Present official photo identification
- Read, understand, and sign the Lending Agreement in staff present

### **Non-circulating Items**

The following materials can only be used in the library.

- Current editions of magazines
- Newspapers
- Reference materials
- Local History and Genealogy Materials



## **Fines and Fees**

### **Overdue Fines**

Overdue fines are assessed for items returned more than three days past their due date. Items returned after the grace period accrue fines for all days after the due date. Fines are assessed only for days the library is open.

Fine rates are \$.25 per day for most items.

### **Exceptions:**

- Tracer Projector: \$1 per day
- Board Games: \$2.50 per day
- Launchpad Device: \$10 per day
- Technology Devices: \$10 per day
- Book Club kits \$.25 per title or \$2.50 per day for the entire kit

The maximum accrual per item is \$10.

### **Exception:**

- Launchpad Devices: \$50 maximum overdue fine
- Technology Devices: \$50 maximum overdue fine

### **Additional Fines:**

There is a \$25 charge for Technology Devices and Launchpad Devices when returned to any place other than the location from which the device was checked out (including returning to any other library or any book drop, indoor or outdoor).

### **Lost Materials:**

Borrowers have 90 days after the due date to continue to search for a lost item. During the search period, the borrower may continue to check out items. Fines will continue to accumulate to the maximum for the item type. After 90 days, the total replacement cost will be charged to the account.

- The patron will only be responsible for the late fee if the item is found during the search period
- The patron will only be responsible for the replacement fee if the item is not found during the search period
- The patron should never pay both fees

When a borrower pays for a missing item before the 90 days search period, the patron waives their right to a refund if the item is found after payment.

Borrowers have 30 days after the due date of a Technology Device to search for the device or its peripherals. After 30 days, the item will be charged to the account.

### **Damaged Materials**

Accounts may be charged for returned items that need repair or for items with damage that renders the item unusable.

The total replacement cost of an item will be charged for damage that renders the item unusable. Damaged materials are held for 90 days for the patron to view. If the borrower wishes to keep the item, they must pay for it and pick it up within 90 days of being charged to the account. Materials that are contaminated with mildew, mold, insects, etc., will be held for 24 hours only. Borrowers will be notified immediately when items with this damage are charged to their accounts.



### **Natural Disaster, Theft, or Unforeseen Circumstance**

A request for amnesty, with documentation of the event, may be submitted for materials lost or damaged by fire, flood, storm, death, or theft.

### **Lost or Damaged Fee Chart**

Each item's record will list costs for lost or terminally damaged materials. The chart at the end of this document lists the costs for repairable damage and expenses if an item record is missing the price.

### **Replacement**

A replacement copy for a lost or damaged book or DVD may be submitted following these criteria:

- The replacement copy must be in new condition
- The replacement copy must have the same ISBN
- The item to be replaced must have been added to the collection within the last 3 years
- The library selector makes the final decision to accept or decline the replacement copy

### **Forms of Payment**

The library will accept the following forms of payment:

- Cash
- Visa or MasterCard (credit or debit)
- Business check from a local business or agency
- Cashier's check for the exact amount of the charges
- Money order
- A personal check owned and written out by a Union County Library account holder can pay Union County Library for the exact amount of the charges with the check holder's name and address imprinted on the check

### **Refunds**

If a lost item in good condition is returned in person within 30 days of payment, the payment is refundable minus a processing fee.

Refund requests may take up to a month to process.

## **Other Circulation Services**

### **Notices**

The library offers courtesy notices to assist patrons with returning items on time. All notifications the library sends are via email or text message. Failure to receive notifications is not considered grounds for waiving a fine.

Notices are sent at the following times:

- 1st notice: 3 days before the item's due date
- 2nd notice: 3 days after the item's due date
- Final notice: 9 days after an item is due

After 6 months, all overdue items will be declared lost, and the borrower will be charged the replacement cost for each item.

At check out, borrowers will be reminded of any outstanding fines or fees on their accounts.





### Hold

Account holders may place a hold on most circulating items. They will be notified when the item is available and have 3 days to pick it up. Account holders may request 2 additional days for pick up once the item has arrived and if there are no other holds on the item.

- Standard accounts may place 10 holds
- Temporary accounts may place 5 holds

Hold may not be placed on:

- Current editions of the magazine
- Reference materials
- Local History and Genealogy Materials

Arrived hold items may be picked up at your designated library location:

- Inside: available during library hours on the patron hold shelf
- Curbside: available during library hours at designated curbside parking space
- After-Hours Locker: available 24/7 by request; located outside the library entrance

### Costs Associated with Repairable Damage

Type of Damage	Cost
Spine Labels	\$0.25
RFID tag	\$0.75
Mylar book cover	\$1
Barcodes	\$1
Media Cases	\$3
Book Club Kit & Board Game – Bag	\$10

### Costs Associated with Terminally Damaged or Lost Materials

AV	Cost
Audiobook-Juvenile	\$20
Audiobook-Adult and Teen fiction	\$30
Blu-Ray DVDs	\$35
DVDs	\$20
DVDs with 3 or more disc	\$30
Books	Cost
Trade Paperbacks- All Adult and All Teen	\$20
Large Print Books	\$30
Hardcover Books-Adult Fiction and Non-Fiction	\$30
Children's Books	Cost
Board Books	\$10
Paperbacks of any size - Juvenile	\$10
Hardcover Books-Juvenile and Teen	\$20
Read Along	\$20
Board Games	Cost
Board Game	\$20



### Costs Associated with Technology & Peripherals Damaged or Lost

<b>Hotspot</b>	<b>Cost</b>
Hotspot-Total Replacement Cost	\$125
Hotspot-Power Cord	\$5
Hotspot-Power Adapter	\$10
Hotspot-Case	\$10
Hotspot Unit	\$100
<b>ReaderPen</b>	<b>Cost</b>
ReaderPen	\$250
ReaderPen Case	\$10
<b>Launchpad</b>	<b>Cost</b>
Power Adapter	\$10
Cover	\$10
Launchpad Tablet with Protective Cover	\$130
Total Replacement Cost	\$150
<b>LCD Projector</b>	<b>Cost</b>
LCD Projector-Total Replacement Cost	\$400
LCD Projector-Power Cord	\$12
LCD Projector-HDMI Cord	\$12
LCD Projector-Computer Cord	\$12
LCD Projector	\$300
LCD Projector-Bag	\$39
LCD Projector-Remote Control	\$25

**Note:** If an item is not on this list and the price is not found in the bibliographic record, the charge is \$5.00