

**CIRCULATION POLICY
PITTSYLVANIA COUNTY PUBLIC LIBRARY SYSTEM**

The Board of Trustees grants to the Library Director authority to develop and administer procedures and regulations that will facilitate fair and responsible circulation of library materials within the context of the policy set forth here.

Library Card Registration policies:

The library serves all residents of Pittsylvania County, and also issues library cards to residents of the following cities and counties: Virginia: Bedford, Campbell, Danville, Franklin, Halifax, Henry, Lynchburg, and Martinsville.

North Carolina: Caswell and Rockingham.

There is no charge for the first library card; replacement cards are \$1.00. Cards with unreadable barcodes due to normal patron use may be replaced at no charge at the discretion of the staff. Cards are issued for five years and are subject to renewal. Cards which have been inactive for more than five years may be deleted from the system. A person who is responsible for another patron may not be deleted from the system. Patrons with outstanding charges or materials on their record are not deleted from the system.

To receive a physical library card, all patrons must register in person and provide proof of name and current address. Patrons must also provide a street address if using a P.O. Box for the mailing address. Patrons may register online and receive a temporary library card number, but must appear in person and provide the required identification and have their contact data verified in order to receive a permanent card. All changes of address should be reported promptly.

Acceptable Forms of Identification: A Virginia driver's license, a passport, or a school or university photo ID with current address is acceptable as a complete ID. If the address on the photo ID is not current, then acceptable ID will be by a combination of identification pieces, including one item from column A and one from column B:

Column A	Column B: Current mailing address and name on one of the following:
Driver's license or a state-issued photo ID	Utility bill
Passport	Check or bank book
School or university photo ID	Lease
	Tax assessment
	Recently postmarked letter [within a month]

There is no minimum age requirement.

Types of Patron Access Library Cards

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All Pittsylvania County Public Library Cards look the same, but any one of five main patron access levels may be assigned to a card number:

Adult cards: These cards allow unrestricted access to digital and physical library materials in accordance with the checkout limits noted below. Patrons must be over the age of 18 and have provided the appropriate forms of identification.

Limited-Use Cards: Those who work, own property, or go to school in Pittsylvania County but are not residents are eligible for a limited-use library card. Holders of limited cards may have five items checked out at any time. Patrons who are not residents of the county must provide their permanent address as well as their local address.

Student Cards: Limited checkout library cards may be issued to non-resident students of Pittsylvania County boarding schools (Hargrave Military Academy and Chatham Hall) without photo ID and proof of address or who do not have or cannot obtain permission from a responsible local parent or adult who will guarantee payment of overdue fines or lost/damaged fees. Student cards provide access to all digital resources, public access computers, but limit checkout to 15 items.

Bookmobile Patrons: Patrons who select the Bookmobile as their 'home' branch and primarily access library materials through the Bookmobile. These patrons' borrowing period for physical items checked out from the Bookmobile is consistent with the Bookmobile's monthly schedule throughout the county. Their access to digital materials and physical materials checked out in person from a library branch are the same as a regular Adult or Juvenile card.

Juvenile Cards: Parents and legal guardians [or accompanying adult willing to take responsibility] must have a valid and fine-free Pittsylvania County library card in their own name and be willing to accept responsibility for (and be linked to) the child's card. By so agreeing, the parent, guardian, or other adult assumes the responsibility for the return, in good condition, of any library materials checked out by the child. They are liable for payment of any fines or charges incurred by the child. They also assume the responsibility for seeing that the child abides by the rules of the library.

The responsible adult's card is linked in the computer to the children for whom they are responsible. When the parent's card is delinquent, the delinquency must be cleared before the child's card may be used. When the child's card is delinquent, the delinquency must be cleared before the parent's card may be used. When any party in the linked cards is delinquent, all are considered delinquent until the delinquency is cleared.

Borrowing policies:

Library users must present a library card to check out library materials. In lieu of their library card, patrons may present a photo ID (from Column A above) to confirm their library card account and check out library materials. Library card numbers are used to access public computers. If other forms of photo ID are presented, the patron's library card

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number can be provided to them for use in accessing a computer. Absent a library card or photo ID, patrons may be issued a day pass to access public computers and must clear any printing accounts before exiting the library.

Books not in the reference or genealogy collections, books on CD, and back issues of magazines may be checked out for a period of two weeks. Items in these formats may be renewed three times providing they are not on hold for another patron. E-books, e-audiobooks, music and video downloads have their own circulation limits; no fines are charged on electronic downloads and they disappear from the device once the due date has been reached.

A patron may only have five DVDs checked out on their card at any time. DVDs may be checked out for two days. They may be renewed once.

An alternate due date may be assigned at the discretion of the branch librarian or the Director, for those persons who have a legitimate need, such as teachers.

Items on hold for another patron may not be renewed.

There is usually no limit on the number of books that may be checked out by regular status patrons (limited-use patrons subject to 5 item limit); the library, however, reserves the right to limit the number of items that may be checked out on one subject or in one classification in order to provide access to other users.

Borrowing Policies Table (Consider adding)

Material Type	Checkout Limit	Loan Period	Number of Renewals	Fines
Books	Unlimited*	2 weeks**	3***	10 cents/day, up to \$5 or replacement cost
Books on CD	Unlimited	2 weeks	3***	10 cents/day, up to \$5 or replacement cost
DVDs	5	2 days**	1	\$1/day, up to \$10 or replacement cost
ILLs	Varies; may incur a \$2 postage fee	Varies	Varies	\$1/day
Test Preparation Books	\$5 deposit on newest copy	2 weeks	3	\$10 cents/day

* The library reserves the right to limit the number of books on a single subject that may be checked out, so that others will have access.

** Some users such as teachers may be granted longer checkout periods on limited numbers of items for use in class.

*** Books and audiobooks on hold for another patron may not be renewed.

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Interlibrary loans (ILLs): Books which are not in the library's collection may be requested by interlibrary loan. Books from a library which is a part of a cooperative interlibrary loan agreement with Pittsylvania County will be obtained for the patron at no charge; interlibrary loans from outside the region will incur a postage fee of \$2.00 per item.

Deposit Required Items: New editions of test preparation books such as those for ASVAB or the GED require a \$5.00 deposit for checkout. The deposit will be returned upon return of the material. Older editions may be checked out without a deposit. Items requiring deposit will be identified with a sticker.

Reserving materials:

Holds may be placed on books and audio books; they may not be placed on DVDs. There is no charge to place a hold. Patrons who have a PIN may place holds themselves by using this feature of the library's catalog via the Internet at home or within the library. A patron can set up a PIN at the circulation desk if one has not been assigned. Patrons will be called or notified by text message or email when a book has arrived for them. They will have four working days in which to pick it up.

Overdue notification and fines:

The library's book drops are open at all times, and all library materials may be returned in the drop. Items may be returned to any branch of the library system. Items may be renewed at any branch. Patrons may also call the library to renew their items or they may renew them online. Online renewal requires a PIN.

A series of three notices will be sent to patrons who have not returned or renewed library materials by the date on which they are due. The first notice will be sent two weeks after the date due, the second two weeks after the first notice, and the third two weeks later.

The third and final notice will be in the form of a bill. The cost of the material will be on this notice. No one receiving a third notice will be allowed to continue borrowing library materials until these materials are returned or the replacement cost has been paid.

The fine for late return of books and books on compact disc is ten cents per day per item, up to a maximum fine of five dollars per item or the replacement cost, whichever is less.

Late return of a DVD is \$1.00 per day per item, up to a maximum fine of ten dollars per item or the replacement cost, whichever is less.

A grace period of one day will be allowed on all circulating items with the exception of interlibrary loans. If items are not returned within the grace period, patrons will be charged for all overdue days including the grace day.

Items obtained through interlibrary loan will incur a fine of \$1.00 per day per item.

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When a patron's record is flagged because of fines, half of the amount due must be paid before the patron will be allowed to check out more items. The patron may check out after paying half of the amount due, but the staff member handling the transaction will place them in block status after the transaction to ensure the rest of the fine is paid at the next checkout. Block status cannot be overridden without the approval of the Director or the branch manager.

Overdue fines on physical items checked out from the library will not prevent a patron from logging on to the public access computers or checking out digital materials. Patrons with fines may be issued a day pass to use the computer if required.

No fine will be reduced without the approval of the Director or the branch manager.

Lost or damaged materials:

Patrons who do not return library materials, claiming that they are lost, will be charged the full retail cost of replacing the item. This cost is determined according to authoritative sources such as Baker and Taylor, Ingram, Amazon or Barnes and Noble. If charged retail replacement costs, no processing fee is charged. If the patron provides a replacement copy a \$5.00 processing fee is charged to prepare the book for library use (spine tab, bar code, cover). If a book is no longer in print, the following costs will be incurred:

Books [hardbound]	\$20.00
Trade paperbacks	\$10.00
Mass market paperbacks	\$10.00
Lost volume of a multi-volume set	\$15.00
Lost CD of a book on CD	\$10.00

Other items (charge for each damaged/lost element):

Damaged/missing barcode or spine tab, and clear protective cover	\$2.00
DVD case	\$2.00 for single/double case; \$5.00 for multiple-sized cases
Damaged/lost cover art or inserts for books, audiobooks, and DVDs	\$5.00
Damaged/lost 3-D glasses	\$2.50
Disk repair [sanding]	\$3.00
Book on CD case	\$10.00
Plastic cover torn or missing on a book	\$2.00

Patrons who return library materials in such damaged condition that they are irreparable and will have to be discarded will be charged full replacement cost; once the replacement cost has been paid, the material then belongs to the patron.

The staff will not request that a patron pay for an item they believe they have lost until six weeks have elapsed and the bill has been issued. Patrons will receive a receipt showing

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their name, the barcode of the item, the amount paid, and the date payment was received. The library will refund money a patron has paid for a lost item within three months of the payment. After that, there will be no refund.

If a patron claims that he/she has returned materials or never checked them out, the staff will search the shelves and other records in an attempt to find them. If the matter cannot be resolved, the Branch Manager will make a notation on the patron's record, either *claims returned* or *claims not checked out*. Patrons are allowed only one occurrence of claims returned or claims not checked out; future occurrences will result in the patron being charged for missing materials.

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