



# Allen Parish Libraries

*"Bringing the World to You"*

## Circulation Policy

### **I. PURPOSE**

The purpose of the Circulation Policy is to balance the library's service of supplying information with the need to monitor and retrieve library materials so they are available for others.

### **II. LIBRARY CARDS**

#### **a. LIBRARY CARD ELIGIBILITY AND REGISTRATION**

1. Any individual who lives in Allen Parish or pays taxes on property in Allen Parish is eligible for a free library card.
2. Anyone who works for an employer in Allen Parish and pays taxes on the business in Allen Parish is eligible for a free library card.
3. Any individual who is a student at a college, university, or other school in Allen Parish is eligible for a free card.
4. Residents of Allen Parish must present verification of identity (picture ID) and current Allen Parish residence or ownership address to receive an APL card. A picture ID is sufficient if it is valid (not expired) and has the current address. Otherwise, the patron must present separate documentation to verify the current address.
5. Nonresidents of Allen Parish, such as those who work or go to school in Allen Parish, must present identity verification (picture ID), current address, and documentation supporting working or going to school in Allen Parish.

**The following are acceptable forms of picture identification:**

- Valid (not expired) ID, Louisiana Department of Motor Vehicles ID, permit, or official LA Wallet Digital Driver's License.
- Current passport, military ID with name, or government-issued picture ID.
- State-issued valid (not expired) Driver's License.
- Valid consular identification card or foreign ID.

**The following are acceptable verifications of the current address or Allen Parish property ownership:**

- State-issued valid (not expired) Driver's License.
- Valid (not expired) Louisiana Department of Motor Vehicles ID, permit, or official LA Wallet Digital Driver's License.
- First-class business mail postmarked within the last 30 days.
- Lease agreement signed by current landlord.
- Current insurance card if it includes a current address.
- Current Medicaid card if it includes a current address.
- Utility bill postmarked within 30 days.

**The following are acceptable verifications for non-residents who are working or attending school in Allen Parish and are used in addition to picture ID and proof of address:**

- Current pay stub.
- Recent school report card or proof of current enrollment.

**b. TYPES OF ACCOUNTS:**

**1. ADULT (AGES 18+):**

- Adult is responsible for all items charged to their account.
- Accounts expire after one (1) year. Adults must pay any outstanding balance and provide proof of current address to renew the card for another year. Staff will verify that all account permissions are valid before renewing the card.
- Emancipated minors are registered for an Adult Card. Emancipated minors must provide documentation for their status and their identification.
- Young Adult account converts to an Adult Account on the eighteenth (18<sup>th</sup>) birthday. No new card is given.

**2. MINOR (AGES 0-17):**

- Child must reside with a parent or guardian who meets eligibility requirements.
- A child who resides in two households may hold one library card. The parent or guardian of the household of primary residence provides address verification.
- Parent or guardian must have an account in good standing.
- Child must be present.

- A parent or guardian must sign the application form. By signing the child's application, the parent or legal guardian agrees to assume responsibility for the child's choice of materials and pay all charges for damaged, lost, or late items checked out on the child's card.
- Parents/guardians are responsible for monitoring the child's access to materials within the library.
- A parent or guardian may restrict a child's access to materials checked out of the library when filling out the child's application.
- Electronic resources cannot be restricted; The parent or guardian acknowledges that they are responsible for monitoring all electronic content accessed by their child on Overdrive or Hoopla with their Allen Parish library card.
- Only the child and the parent or guardian who signs the child's application may change the information on the child's record or access information about the child's record, including materials checked out. The designations and corresponding circulation limitations are:

### **Children**

Children with a card designated as "children" check out materials from the Easy (E), Level Reader (LR), Board Book (BB) collection, and Juvenile (J) collections.

### **Teens**

Children with a card designated as "teen" may check out materials from the Teen (T/YA) collection, as well as all materials designated as "children" and "tween."

### **Minor-Full Access**

Children with a full access card may check out any materials in the library's collection, including adult materials.

- Account expires after one (1) year. The parent or guardian must pay any outstanding balance and provide proof of current address to renew the card for another year. Staff verify that all account permissions are valid before renewing the card.

## **3. TEMPORARY CARDHOLDER:**

- Temporary cardholder has been or will reside in Allen Parish for less than three (3) months.
- Temporary cards may also be given to residents who do not have acceptable verification of current address or Allen Parish property ownership. A temporary account will convert to the appropriate type when the patron shows proof of residency.
- Temporary cardholders are responsible for all items charged to their account.
- Account expires after one (1) month. Temporary Cardholders must pay any unpaid balance and provide proof of current address to

renew the card for another month. Staff will verify that all account permissions are valid before renewing the card.

- Temporary cardholders are limited to three (3) items on their card at any given time.
- Temporary cardholders may not check out DVDs, audiobooks, laptops, hotspots, and other computer equipment.
- Temporary cardholders are not eligible for Interlibrary Loan (ILL) service.
- Overdue items must be returned before any new items can be checked

#### **5. LIBRARIES SOUTHWEST (LSW):**

- Libraries Southwest cardholders must reside in a Southwest Reciprocal Parish (Allen, Beauregard, Calcasieu, Cameron, Jefferson Davis, Rapides, or Vernon).
- Libraries Southwest cardholders are responsible for all items charged to their account.
- Account expires after one (1) year. Libraries Southwest cardholders must pay any outstanding balance and provide proof of current address to renew the card for another year. Staff will access the LSW database to confirm that the patron is in good standing in their home parish. Staff will verify that all account permissions are valid before renewing the card.
- Residents of Allen Parish must present verification of identity (picture ID) and proof of current Allen Parish residence or ownership address to receive a Libraries Southwest card.
- Applications from reciprocal parishes will be forwarded to the correct parish for processing. Applicants will receive a Temporary Resident card until their home parish processes the application.
- Patron is responsible for returning items to the parish library from which the materials were initially borrowed.

#### **6. HOMEBOUND:**

- Homebound cards are processed by Outreach Services staff only.
- Homebound cardholders must be temporarily or permanently homebound. Outreach Services staff will deliver materials to eligible cardholders in their home and pick them up.
- Homebound cardholders are responsible for all items charged to their Homebound account.
- Homebound cardholders do not receive overdue fines but will be charged for lost or damaged books.
- Account expires after one (1) year. Homebound cardholders provide proof of current address to renew the card for another year. Staff will verify that all account permissions are valid before renewing the card.

## **7. OUTREACH:**

- Outreach cards are processed by Outreach Services staff only.
- Outreach cardholders must be affiliated with or oversee eligible institutions.
- Outreach cardholders are responsible for all items charged on their card.
- Outreach cardholders do not receive overdue fines but will be charged for lost or damaged books.
- Account expires after one (1) year. Outreach cardholders provide proof of current address to renew the card for another year. Staff will verify that all account permissions are valid before renewing the card.

## **8. ELECTRONIC-USE CARDS:**

- Individuals who do not live or work in the parish but must use the computers may apply for an electronic-use-only card.
- The card is valid for using computers inside the library.
- The card can also be used to access the materials on the library's website and check out materials from OverDrive and Hoopla.
- The card is valid for one (1) year.

### **c. USING OTHER PEOPLE'S CARDS FOR CHECKOUT**

Library cards are issued to individuals. Others are not allowed to use their library card to check out materials. However, the cardholder may send someone to pick up materials on hold if they call the library and verify that someone will collect them. The library reserves the right to ask a borrower for photo identification to verify identity before checking out materials.

### **d. ABSENCE OF A VALID LIBRARY CARD**

Cardholders who do not have their library card are not allowed to check out library materials. They can obtain a replacement card for \$1.

### **e. LOST OR STOLEN CARDS**

Cardholders are responsible for notifying the library if their card is lost or stolen. Cards reported lost or stolen are deactivated immediately. Cardholders are responsible for any materials checked out on the card until it is reported lost or stolen. A police report may be required before the cardholder's record will be cleared. Lost or stolen cards are not reactivated. Lost or stolen cards presented for use are destroyed. A new library card must be issued. The cost for a lost card is 50 cents. There is no cost for a stolen card. All checkouts or loans attached to the lost or stolen card will be transferred to the new card.

### **f. DAMAGED AND WORN CARDS**

Cards that are unusable due to wear or damage will be replaced at no charge.

### **III. OVERDUE MATERIALS**

#### **a. FINES & FEES:**

Once these items are overdue, the cardholder will be charged overdue fines according to the current fine schedule. No fines are charged on days the library is closed. Fines may be waived under exceptional circumstances and at the discretion of the Director.

#### **b. NOTICES:**

The manager or circulation staff calls each branch to remind patrons when items are due back to the library. An overdue notice is sent if the item is not returned by the due date. A second overdue notice is sent when the item is one (1) week overdue. When materials are fifteen (15) days overdue, a bill for replacing the item(s) is sent to the cardholder. Cardholders with items fifteen (15) days overdue will have their borrowing privileges blocked until the items are returned.

#### **c. LOSS OF BORROWING PRIVILEGES**

Cardholders are unable to borrow materials when:

- Fines and/or fees are over \$5;
- The cardholder's library card has expired;
- Cardholder has items overdue by two (2) weeks;

#### **d. LOAN PERIODS, LIMITS, RENEWALS, FINES, AND REQUIREMENTS BY ITEM TYPE:**

- Items are checked out for two (2) weeks
- Patrons may call the library for one renewal.
- Renewals are not allowed for items with holds on them.
- After the patron has had one renewal, they must return the item to the library before checking out again.
- A fine of \$.10 per day is assessed for overdue items.

#### **e. CLAIMS RETURNED OR CLAIMS NEVER HAD**

If a cardholder believes they have returned or never checked out an outstanding item on their account, the library places the disputed items into a *Claims Returned* status. This enables cardholders to continue checking out materials while the library investigates the disputed charges. Staff will conduct a thorough search for the items.

The library will accept a cardholder's claimed returned response at the discretion of the Director.

#### **f. LOST OR DAMAGED MATERIALS**

Cardholders are responsible for all items charged to their account. Cardholders will be billed for the replacement cost of materials based on the

item's retail price. In addition, a \$10 processing fee will be charged for each item. In extenuating circumstances (e.g., a house fire), fines and fees may be waived at the Director's discretion. The library will not accept replacement copies of lost or damaged material instead of paying for them.

#### **g. REFUNDS**

Cardholders who pay for lost material and then find and return the material within six (6) months of the original payment may receive a refund. If the cardholder finds the lost material after six (6) months of the original payment, it will belong to the cardholder.

### **IV. PRIVACY POLICY**

The Board of Trustees and Allen Parish Library staff recognize our patrons' concerns about privacy on the Internet and information contained in library records.

Louisiana State Statute R.S. 44:13 provides that access to registration records and other records of use maintained by libraries may not be disclosed except to a parent or guardian of a minor child seeking access to that child's records, to persons acting within the scope of their duties in the administration of the library, to persons authorized in writing by the individual or group of individuals to inspect such records, or by order of a court of law.

Any information collected will only be used to fulfill patrons' service needs and to help the library improve and target its services effectively. Our staff understands that access to patron, transaction, and collection files is strictly limited to Library business. Information about patrons and patrons' transactions will not be made available to unauthorized individuals or external agencies.

Our patrons should be aware that they are subject to the privacy policies of any other websites and organizations they visit and use on public computers. For further information regarding the Internet and public computers at Allen Parish Library, please refer to the *Electronic Resources Use Policy*.

The Library Director monitors video surveillance when necessary to maintain a safe environment.

The supervisory staff ensures that Library staff understands the video surveillance policy and procedures through training.

Incidents on Library premises may require the following steps to be taken:

- i.** Video image recordings will be used to identify the person or persons responsible for Library policy violations, criminal activity, or actions considered disruptive to normal Library operations.
- ii.** Video records may assist law enforcement agencies by applicable state and federal laws.

- iii. Images may be shared with other Library staff to identify person(s) suspended from Library property and maintain a safe and secure environment.

## **V. HOLDS**

Holds can be placed in the following ways:

- Library catalog
- By contacting library staff via telephone or in person.

Patrons must provide their library card number and PIN/Password to request that an item be placed on hold. Holds available for pickup will be held for seven (7) days before expiring. Cardholders in good standing can request and have up to ten (10) active holds on their account at any given time.

## **VI. INTERLIBRARY LOANS**

Cardholders in good standing may request that the library locate and borrow materials that are not available in our library system. Patrons with Temporary accounts cannot request items via interlibrary loan. Interlibrary loans may take up to four (4) weeks. Patrons who fail to return interlibrary loan(s) will be charged the cost of the lost item plus a \$10 processing fee. Cardholders are limited to five (5) active ILL requests at any given time.

## **VII. STAFF USE OF LIBRARY MATERIALS**

Staff who wish to borrow library materials must have a valid APL library card. Staff members must check out all materials they remove from the library.

Staff must follow all the same rules as library users when checking in and checking out materials for themselves and members of their families.

Staff may place requests for materials for themselves or their family members. They may not alter their place in the requests queue.

Staff will not be charged overdue fines but are expected to return items promptly.

Staff are responsible for all items checked out on their card. Staff will be billed for any lost and damaged items.

An APL staff library card is changed to the appropriate borrower type upon termination of library employment.