

**KOKOMO-HOWARD COUNTY PUBLIC LIBRARY
CIRCULATION POLICY**

PATRON CARD TYPES

To receive a regular library card from the Kokomo-Howard County Public Library, a patron must live in the library taxing district, which includes Center, Clay, Ervin, Monroe, Honey Creek, Harrison, Howard, and Taylor townships.

EXPIRATION DATES

Most library subscriptions will be set to automatically renew yearly. Exceptions are paid subscriptions, such as PLAC, and other subscriptions with a limited time as explained in the card types below.

Public Libraries Retention Schedule (LIB). LIB 10-3: Patron library card, reciprocal borrowing card application: Destroy three (3) years after patron account becomes inactive. 10-4: Public Library Access Card (PLAC) & Non-Resident Card Application: Destroy after three (3) calendar years and after receipt of State Board of Accounts Audit Report and satisfaction of unsettled charges.

1. REGULAR ADULT CARD

- An adult patron, age 18 and over, must show valid photo identification with their name and current address on it. Acceptable photo IDs include but are not limited to:
 - Driver's License
 - State ID
 - Student ID
 - Military ID
 - Passport
 - English Language ID issued by a foreign government
- If the valid photo identification does not have the correct address, an additional form of identification listing the person's name and current address must be shown. Acceptable physical or digital forms include:
 - a piece of mail or utility bill postmarked within the last 30 days
 - a current pay stub, checkbook or bank statement, or
 - any current legal form which has the correct information on it.
- Patrons must present a physical or digital library card or valid photo identification when checking out materials.
- A patron is responsible for all transactions and use of library computers on their library record.

2. REGULAR YOUTH CARD

- Youth patrons are age 17 and under.

- Anyone under the age of 18 must have their parent, stepparent, or legal guardian complete the bottom part of the Youth registration form and sign it before a library card will be issued. The parent, stepparent, or legal guardian signing must show a valid library card or valid photo identification to verify residence.
- If an appropriate adult is not present when the minor applies for the card, the minor may fill out the name and address portion of the registration form, which the parent, stepparent, or legal guardian may return to any location. Once the registration form is returned by the parent, stepparent, or legal guardian a card will be issued immediately.
- Youth patrons have the one-time option of checking out two books when filling out the registration form and a parent, stepparent, or legal guardian is not available to sign.
- If a patron is under the age of 18 but legally married or emancipated, the patron is classified as an adult; documentation that shows the minor is married or emancipated is required.
- Youth patrons may check out adult movies, compact discs that have a manufacturer's parental advisory, and video games not rated E for Everybody if a signed Youth Patron Registration form granting permission from the parent, stepparent, or legal guardian is on file. The Youth patron can only use their own card to check out the above items and to access library computers.
- The responsibility for screening what a child reads, views, or listens to belongs to the parent, stepparent, or legal guardian.
- The adult signing a Youth registration form for a library card takes all financial responsibility for transactions on the card, as well as its use on library computers.

3. RESPONSIBLE CAREGIVER CARD

- Responsible caregiver cards are issued for patrons under 18 who are under the care of a responsible caregiver, such as a grandparent, foster parent, etc.
- A responsible caregiver must complete the Responsible Caregiver registration form and sign it before a library card will be issued. The responsible caregiver signing must show a valid library card or valid photo identification to verify residence.
- The adult signing a Responsible Caregiver registration form for a library card takes all financial responsibility for transactions on the card, as well as its use on library computers.
- Responsible Caregiver cards expire after 90 days and can be renewed.

4. TEMPORARY CARD

- Temporary cards are issued to:
 - students
 - visiting children
 - teachers
 - foreign exchange students
 - people in temporary housing or shelters
 - people who will only be in the area for a short period of time
- Temporary patrons must plan on staying in our taxing district for at least 28 days.

- An adult patron, age 18 and over, must show valid photo identification with their name and current address on it. Acceptable photo IDs include but are not limited to:
 - Driver's License
 - State ID
 - Student ID
 - Military ID
 - Passport
 - English Language ID issued by a foreign government
- If the valid photo identification does not have the correct address, an additional form of identification listing the person's name and current address must be shown. Acceptable physical or digital forms include:
 - a piece of mail or utility bill postmarked within the last 30 days
 - a current pay stub, check book or bank statement, or
 - any current legal form which has the correct information on it.
- Anyone under the age of 18 must have their parent, stepparent, legal guardian, or other responsible individual, such as a grandparent or host parent, complete a Youth registration form and sign it in order to receive a library card. The parent, stepparent, legal guardian, or other responsible individual, such as a grandparent or host parent, signing must show a physical or digital valid library card or valid photo identification.
- A patron, or in the case of a minor the individual signing the registration, is responsible for all transactions and the use of library computers on their library record.
- Students and teachers must show verification that they attend or teach in a school in KHCPL's taxing district.
- People in temporary housing or shelters must have a letter from the institution stating that the individual will be allowed to reside at the temporary shelter. A Temporary Housing patron may only have up to five items on their card at any one time.
- People in temporary housing because of work will need a letter from their employer stating they are residing in the taxing district.
- All Temporary Cards are valid for one year.

5. NON-RESIDENT CARD (Taxpayer)

- This card is for the patron and any household member who does not live in KHCPL's taxing district, but owns property and pays property taxes in the library's taxing district.
- The patron must produce a current tax receipt or other appropriate verification for property taxes paid within the year on property owned in KHCPL's taxing district.
- An adult patron, age 18 and over, must show valid photo identification with their name and current address on it. Acceptable photo IDs include but are not limited to:
 - Driver's License
 - State ID
 - Student ID
 - Military ID
 - Passport

- English Language ID issued by a foreign government
- If the valid photo identification does not have the correct address, an additional form of identification listing the person's name and current address must be shown. Acceptable physical or digital forms include:
 - a piece of mail or utility bill postmarked within the last 30 days
 - a current pay stub, check book or bank statement, or
 - any current legal form that has the correct information on it.
- Anyone under the age of 18 must have their parent, stepparent, or legal guardian complete the bottom part of the Youth registration form and sign it before a card is issued. The parent, stepparent, or legal guardian signing must show a valid library card or valid photo identification to verify residence.
- A patron, or in the case of a minor the individual signing the registration, is responsible for all transactions and the use of library computers on their library record.
- To renew their library card, the patron must bring in a current property tax receipt or other appropriate verification.

6. NON-RESIDENT CARD (Non taxpayer)

- Non-resident cards are available for patrons who do not live in or own property in KHCPL's taxing district, and are not eligible for a temporary card.
- An adult patron, age 18 and over, must show valid photo identification with his/her name and current address on it. Acceptable photo IDs include but are not limited to:
 - Driver's License
 - State ID
 - Student ID
 - Military ID
 - Passport
 - English Language ID issued by a foreign government
- If the valid photo identification does not have the correct address, an additional form of identification listing the person's name and current address must be shown. Acceptable physical or digital forms include:
 - a piece of mail or utility bill postmarked within the last 30 days
 - a current pay stub, check book, or bank statement, or
 - any current legal form which has the correct information on it.
- Anyone under the age of 18 must have a parent, stepparent, or legal guardian complete the bottom part of the Youth registration form and sign it before a card is issued. The parent, stepparent, or legal guardian signing must show a valid library card or valid photo identification to verify residence.
- A patron, or in the case of a minor the individual signing a registration, is responsible for all transactions and use of library computers on their library record.
- The price per person for a non-resident card is set each year using a formula based on service population, as determined by the latest Census and the library budget.

7. PUBLIC LIBRARY ACCESS CARD (PLAC):

- PLACs are statewide borrowing cards and are guaranteed by Indiana law. Patrons may purchase a Public Library Access Card at any Indiana library, provided they have a valid library card from their home library.
- The Kokomo-Howard County Public Library card expires the same date as the PLAC. The State Library sets the price each year, effective January 1st through December 31st.
- If a patron does not have a home library, they must first purchase a non-resident (non-taxpayer) card. A PLAC may be purchased at any KHCPL location except the bookmobiles.

8. TEACHER COLLECTION CARD

- Teacher Collection cards are used to check out materials to a teacher specifically for their classroom, and not for personal use. Proof of employment in the taxing district and valid photo identification is required to receive this card. A teacher or professional working with children or adults is allowed to check out 30 items and have an extended loan period of 45 days.
- Any teacher who has five or more unreturned or damaged items per school year will have their privileges suspended until the number of items is fewer than five. The items can either be returned or paid for.
- Generally, when fewer than five items are billed on Teacher cards the billed items are waived after the start of the school year that follows the date the billed items were checked out.

9. CHILD CARE CARD

- Child Care cards are issued to state-licensed daycare providers and preschools in the KHCPL taxing district for daycare/preschool use only. This card is not for personal use. Proof of a license, or other documentation approved by the Head of Circulation or Circulation Managers at the branch libraries, and a photo identification are required to receive this card. The authorized employee can check out 30 items and have an extended loan period of 45 days.
- Child Care cards may check out ten movies of each media type at the same time for seven days.
- Any Child Care card that has five or more unreturned or damaged items per school year will have their privileges suspended until the number of items is fewer than five. The items can either be returned or paid for.
- Generally, when fewer than five items are billed on Child Care cards the billed items are waived after the start of the school year that follows the date the billed items were checked out.

10. HOME SCHOOL CARD

- Home School cards are issued to adults engaged in homeschooling of their children.
- The patron must belong to a Howard County homeschool organization.
- An adult patron must show valid photo identification with his/her name and current address on it. Acceptable photo IDs Include but are not limited to:
 - Driver's License

- State ID
- Student ID
- Military ID
- Passport
- English Language ID issued by a foreign government
- If the valid photo identification does not have the correct address, an additional form of identification listing the person's name and current address must be shown. Acceptable physical or digital forms include:
 - a piece of mail or utility bill postmarked within the last 30 days
 - a current pay stub, check book or bank statement, or
 - any current legal form which has the correct information on it.
- Up to 30 items may be checked out at any one time with the same material loan periods as a regular patron card. All circulating library material may be checked out on this card. Replacement fees will apply to all materials checked out. A patron may be turned over to material recovery if replacement fees equal \$60.00 or more.
- An adult who registers for a Home School card is responsible for all transactions and the use of library computers on the card.

11. ORGANIZATION CARD

- These are for local organizations who wish to have a card for their organization's use.
- Normal loan periods, and replacement fees are the same as a regular adult card.

12. BOOKMOBILE STUDENT CARD

- Each student will need a library registration form signed by a parent, stepparent, or legal guardian.
- Students may check out two items on each bookmobile visit. Only books and magazines may be checked out.
- Students will be charged replacement costs as per Billing for Replacement policies.
- Overdue notices are sent to the teacher of the student. Replacement notices are sent to the teacher and the parent, stepparent, or legal guardian of the student.
- A child who has received bills for the replacement of two overdue materials will not be allowed to check out until at least one of the books has been returned or its replacement cost has been paid. Bookmobile students are limited to two materials on a card at any one time.
- All Bookmobile materials check out for 28 days.

13. BOOKMOBILE TEACHER/DAY CARE CARD

- These cards are used when the bookmobile visits schools or day care providers. Any teacher or professional working with children or adults at a public or private school/day care in the library's taxing district is eligible for this service. Teachers may check out 60 items. Teachers may check out any bookmobile materials for school use only. This card is not to be used for personal use.
- Replacement fees do not apply to materials checked out through this service. Any teacher who has five or more unreturned or damaged items per school year will

have his/her privileges suspended until the number of items is fewer than five. The items can either be returned or paid for.

- In some situations, bookmobile staff may allow nine or fewer items to be billed on a teacher card instead of five or fewer without the card being suspended.
- All Bookmobile materials check out for 28 days.
- Generally, when fewer than five items are billed on Bookmobile Teacher/Day Care cards the billed items are waived after the start of the school year that follows the date the billed items were checked out.

14. LIBRARY-AT-HOME CARD

- Any patron in the library's taxing district who is permanently or temporarily, unable to come to the library is eligible for the Library-At-Home program. Collections of up to 50 items are delivered at the beginning of each month. Specific titles, authors, or subjects may be requested.
- Replacement fees will apply to this card. A patron, who has materials which have not been returned six weeks after the due date, and whose materials total \$60.00 or more, may be turned over to a material recovery.

15. SENIOR CITIZEN SERVICE CARD

- Any senior citizen residential center in the library's taxing district, such as a nursing home, retirement center, or hospital extended care unit is eligible for this service. Collections of up to 100 items are delivered every four weeks. All circulating library materials are available for this service. Specific titles, authors, or subjects may be requested.
- Replacement fees do not apply to materials checked out through this service. Any institution that has ten or more unreturned or damaged items per year will have these privileges suspended until the number of items is fewer than ten. The items can either be returned or paid for.

16. STAFF DEPARTMENT CARD

- Departments or employees within the library may obtain cards for checking out material for library purposes only. No personal items may be placed on this card.
- Replacement fees do not apply to materials checked out through this service.

17. ADMINISTRATIVE CARDS

- Administrative Cards, also known as "In Repair" cards, are for employees who routinely need access to materials for weeding, review, repair, collection management, or any other purpose that involves borrowing and holding materials without the intention of using said material.
- These cards have special administrative uses, and as such they do not follow prescribed rules such as loan times and replacement fees.
- These cards do not record statistics against the items borrowed.

18. COMPUTER USE ONLY CARD

- This card is for people who wish to use library computers and either:
 - do not want borrowing privileges, or

- are not eligible for a library card
- To obtain a Computer Use Only adult card, a patron must show valid photo identification with their name and current address on it. Acceptable photo IDs include but are not limited to:
 - Driver's License
 - State ID
 - Student ID
 - Military ID
 - Passport
 - English Language ID issued by a foreign government
- If the valid photo identification does not have the correct address, an additional form of identification listing the person's name and current address must be shown. Acceptable physical or digital forms include:
 - a piece of mail or utility bill postmarked within the last 30 days
 - a current pay stub, check book or bank statement, or
 - any current legal form which has the correct information on it.
- Anyone under the age of 18 must have their parent, stepparent, or legal guardian complete a Youth registration form and sign it in order to receive a library card. The adult signing must show a valid library card or a valid photo identification to verify residence.
- A patron, or in the case of a minor the individual signing a registration, is responsible for all uses of a Computer Use Only card.

Patrons using computers must abide by the current Electronic Device and Internet Acceptable Use Policy. While KHCPL attempts to prevent direct access to materials that would not be generally acceptable in a public library, it is technically impossible to prevent access to all objectionable resources. It is the responsibility of the parent, stepparent, or legal guardian to monitor and guide their children in the use of the library computers and the Internet.

19. LIBRARY STAFF CARD

- It is not necessary for a staff member to live in the library's taxing district in order to obtain a library card. All library staff and volunteers are eligible for this card.
- Staff members will still be billed for unreturned items and may be turned over to material recovery.

20. SECOND CHANCE CARDS

- Second chance cards are intended for all patrons who have accounts with \$60 or more in charges they are unable to pay.
- Checkouts using Second Chance Cards are limited to five books and/or magazines at any one time.
- Balances on Second Chance Cards must remain at zero to maintain borrowing privileges.
- Patrons 18 and over with Second Chance Cards must show picture IDs at every checkout.

- Patrons must follow all regular card signup procedures when applying for a Second Chance Card, such as showing picture ID, proof of address, etc.
- Patrons under the age of 18 who apply for Second Chance Cards must have a parent or legal guardian sign them up and take responsibility for all uses of the card.

21. CENTRAL MIDDLE INTERNATIONAL SCHOOL CARDS

- Central Middle School cards are issued to students who attend Central Middle School and utilize the library services, provided by KHCPL through a contract with the Kokomo Schools Board of Trustees.
- A parent, stepparent, or legal guardian must complete a registration form and sign it before a library card will be issued.
- Checkouts on Central Middle International School cards are limited to ten books and/or magazines at any one time.
- Central Middle International School cards will be charged replacement costs as per Billing for Replacement Policies.

22. E-ACCESS CARDS

- E-Access Cards are provided to students in the KHCPL taxing district for the sole purpose of accessing KHCPL databases.
- E-Access Cards cannot check out materials.

REPLACEMENT CARD

- Lost cards may be replaced for \$2.00.
- Cards may be replaced at no charge if proof of theft or destruction is presented.
- Cards showing significant wear can be replaced at no charge.

MATERIAL DEPOSIT

- This option is for persons who are not eligible for, or choose not to purchase, a library card. Up to five books and/or movies may be checked out, with a refundable cash deposit as defined in the Schedule of Fines and Fees for each item. Payment must be received in cash; no checks or credit card payments will be accepted.
- Material deposits cannot be used to check out electronic devices, video games or Experience Kits.
- A patron record will be created at the time of payment, but no card will be issued. Normal billing schedules apply and the patron may be turned over to material recovery.

ITEM LOAN POLICIES

A maximum of 50 items can be checked out on a card at any one time, unless otherwise specified in Patron Card Type. Patrons must present a library card or a valid photo identification to check out materials.

Items will not be due on any day the library is closed. Due dates will be extended to the following day the library is open.

MATERIAL TYPES

1. BOOKS & MAGAZINES

- Books and magazines are checked out for a 28-day period, and may be renewed up to ten times. Holds may be placed on these items.
- Items being checked out with another hold request on them cannot be renewed.
- The library issues extended loan periods for vacations upon request. Instead of the typical 28-day loan period, vacation loans are extended another 28 days, for a 56-day total loan period.

2. BESTSELLER BOOK COLLECTION

- Books are checked out for a 14-day period and may be renewed up to five times.
- Holds may be placed on these items.
- Items being checked out with another hold request on them cannot be renewed.

3. HOT PICKS

- Hot Pick books are checked out for a 14-day period. These books cannot be held or renewed.
- A maximum of six Hot Picks can be checked out on a card at any one time.

4. HOT FLICKS

- Hot Flick movies are checked out for a seven-day period. These items cannot be held or renewed.
- A maximum of six Hot Flicks can be checked out on a card at any one time.

5. MOVIES

- A maximum of 30 DVDs may be checked out on a card at any one time, for a seven-day loan period, and can be renewed. DVDs that are classified as Hot Flicks or have holds cannot be renewed.
- A maximum of 30 Blu-Rays may be checked out on a card at any one time, for a seven-day loan period, and can be renewed. Blu-Rays that are classified as Hot Flicks or have holds cannot be renewed.
- The library issues extended loan periods for vacations upon request. Instead of the typical seven-day loan period, vacation loans are extended another seven days, for a 14-day total loan period.
- Holds may be placed on movies except for those that are classified as Hot Flicks.
- Youth patrons may check out adult movies if a signed Youth Patron Registration form granting permission from the parent, stepparent, or legal guardian is on file.

6. AUDIO MATERIALS

- Compact discs, audio books on MP3 disc, and Playaways are checked out for 28 days and may be renewed. Holds may be placed on these items.
- Items being checked out with another hold request on them cannot be renewed.

- The library issues extended loan periods for vacations upon request. Instead of the typical 28-day loan period, vacation loans are extended another 28 days, for a 56-day total loan period.
- Patrons 17 years of age or younger may check out compact discs that have a manufacturer's parental advisory sticker if a signed Youth Patron Registration form granting permission from the parent, stepparent, or legal guardian is on file.

7. BOOKMOBILE MATERIALS

- All bookmobile materials check out for a 28-day loan period with the exclusion of video games, experience kits, and hotspots, which each follow its normal lending rules.
- Hold items on each bookmobile stay on the hold shelf until the patron's next scheduled stop is made.
- Normal renewal rules apply.

8. REFERENCE MATERIALS

- Materials marked "Reference" are for library use only and cannot be checked out.

9. GENEALOGY MATERIALS

Most materials marked "Genealogy" are for library use only and cannot be checked out with the following exception:

- Selected books in the Genealogy & Local History Department are available for circulation. These books are considered general works and are instructional. Circulating books will be clearly marked and can be checked out for the same 28-day time period as the general library collection.
- Unless otherwise noted holds may be placed on these items.
- The library issues extended loan periods for vacations upon request. Instead of the typical 28-day loan period, vacation loans are extended another 28 days, for a 56-day total loan period.

10. EXPERIENCE KITS

- Experience Kits are checked out for a 14-day period. These items cannot be renewed. Holds may be placed on these items.
- Certain experience kits may require patrons to fill out a waiver before borrowing.

11. VIDEO GAMES

- A maximum of three video games may be checked out on a card at any one time, for a 14-day loan period.
- Holds may be placed on video games.
- Patrons 17 years of age or younger may check out video games classified as E10+, T for Teen, or M for Mature if a signed Youth Patron Registration form granting permission from the parent, stepparent, or legal guardian is on file.

12. ELECTRONIC DEVICES

- Electronic Devices may only be checked out by patrons who are 18 years of age or older and who have a valid personal library card. Patrons must have an account in good standing.
- Wi-Fi Hotspots may be checked out for one week and may be renewed up to two times, provided there are no existing holds on the item.
- Patrons may not have more than one device checked out at one time.
- Patrons who check out electronic devices are responsible for any use, authorized or not, during the period the device is checked out. Electronic devices must be handled cautiously and kept away from liquids.
- If, for any reason, a library-owned electronic device is not returned:
 - The electronic device will be suspended from use the day after the due date
 - Seven days after the due date, the item will be billed
 - When the item is billed, it will be remotely locked or deactivated and information will be wiped from the device
- Electronic devices must be returned in the condition in which they were borrowed with all cords and accessories. If an electronic device and/or any of the accessories are returned damaged or missing, the patron will be charged a replacement fee for those items.
- Electronic devices must be returned to a Reference or Computer Lab staff member. They should not be left at an unattended desk.
- Electronic devices lent to patrons which are to be kept in the library must be returned to a Reference or Computer Lab staff member within the loan period.
- Electronic devices may not be returned in the drop box. If an electronic device is returned in the drop box, the patron's account will be billed \$10. If any of the items are found to be damaged, the patron's account will also be billed for each damaged item, up to the full price of the electronic device and accessories.
- Any apps, eBooks, music, videos, or other media purchased for the electronic device will not be reimbursed by the Library and shall be deleted upon the return of the electronic device.
- Patrons may not alter the security settings of electronic devices. This includes adding a passcode to the device. Should a device be returned with a passcode added to the device, the patron will be charged a \$25 fee.

Patrons who do not abide by any of the above stipulations may have their electronic device borrowing privileges revoked for up to one year.

LIBRARY NOTICES

1. HOLD NOTICE

- A notice is sent to the patron informing them of the held item, which will be at the requested location until the date indicated on the notice. Generally, regular holds are held at a pickup location for seven days. If the hold is not picked up by its expiration date, it will go to the next patron or will be returned to the shelf. Hold notices may be sent by email, SMS Text, online in-box, or postal mail.

2. HOLD REMINDER NOTICE

- A notice is sent to the patron reminding them of the held item, which will be at the requested location until the date indicated on the notice. If the hold is not picked up by its expiration date, it will go to the next patron or will be returned to the shelf. Hold reminder notices are sent by email.

3. DUE NOTICE

- This notifies patrons of material coming due and is only available to patrons who choose to receive notices through the email addresses online in-box on their patron records. Included in the notice is a complete list of material checked out and due dates on the patron's card.
- Due notices for electronic devices are generated 2 days before the due date.
- Due notices for Hot Picks, Hot Flicks, Experience Kits, Video Tablets, Video Games, Blu-rays, and DVDs are generated four days before the due date.
- Due Notices for all other materials will be sent seven days before the due date.

4. DATE DUE NOTICE

- This notifies patrons of material due the present day. Included in the notice is a complete list of material checked out and due dates on the patron's card.

5. OVERDUE NOTICE

- An overdue notice will be generated for material not returned by the due date. This notice may be sent by e-mail, SMS Text, online in-box, or postal mail.
- Overdue Notices for Hot Picks, Hot Flicks, Wifi Hotspots, Experience Kits, Video Tablets, Video Games, Blu-rays, and DVDs are generated one day after the due date.
- Overdue Notices are generated for all other materials five days after the due date.

6. EXTENDED OVERDUE NOTICE

- An extended overdue notice will be generated for material not returned by the due date, explaining items will soon be billed. This notice may be sent by e-mail, SMS Text, online in-box, or postal mail.
- Extended overdue notices for Hot Picks, Hot Flicks, Wifi Hotspots, Experience Kits, Video Tablets, Video Games, Blu-rays, and DVDs are generated 3 days after the due date.
- Extended overdue notices are generated for all other materials 12 days after the due date.

7. FINAL NOTICE

- Items still not returned after the Overdue Notice will be billed for replacement. This notice will be sent by postal mail.
- Final notices for Hot Picks, Hot Flicks, Wifi Hotspots, Experience Kits, Video Tablets, Video Games, Blu-rays, and DVDs are generated seven days after the due date.
- Final notices for all other materials are generated 23 days after the due date.

8. FEES ALERT

- This notifies patrons their accounts are close to the \$30.00, which means they will not be able to borrow items if they go above the \$30.00 threshold.

RENEWALS

- Patrons may renew items unless:
 - there is a hold on the item
 - the item is a Hot Pick or Hot Flick
 - the patron has been turned over to material recovery
- Patrons may renew over the phone, in person, by email, or online.
- Renewal dates are based on the original checkout period per material type.

INTERLIBRARY LOAN

- Interlibrary Loan (ILL) items will be held at the location until the date designated by the ILL clerk. Patrons must have a valid library card to request ILL materials. Items may be checked out for the time allowed by the lending library. Inquiries for renewal are conducted through ILL clerk, who will determine whether a renewal is allowed by the lending library. Upon approval, the item will be renewed for the time allotted.
- ILL fines are subject to general circulation policies, including replacement fees and material recovery.
- Replacement fees are established by the lending library.
- Public Libraries Retention Schedule. LIB10-5. No-Fee Interlibrary Loan Files: Applies to interlibrary loans for which a patron or library is not charged and does not collect a fee. Destroy 30 days after return of materials.
LIB10-6. Fee-Based Interlibrary loan files: Applies to interlibrary loans for which a patron or library is charged or collects a fee. Destroy after three (3) calendar years and after receipt of State Board of Accounts Audit Report and satisfaction of unsettled charges.

FEES

- If a patron owes more than \$30.00 in fees, the patron must pay the outstanding debt to \$30.00, unless the patron's account has been turned over to the material recovery.
- Patrons are charged \$25.00 for any returned checks and must pay both the outstanding original check amount and the \$25.00 fee with cash, credit card, or a money order.
- If a patron owes more than \$30.00 in fees, the patron will not have access to some online databases until the amount is \$30.00 or less.
- See User Fee Schedule for a complete list of fees.

BILLING FOR REPLACEMENT

- If a patron does not return an item when it is due, they will be sent two overdue notices.

- Overdue notices for Hot Flicks, Hot Picks, Electronic Devices, Experience Kits, Video Tablets, Video Games, Blu-rays, and DVDs will be sent one day after the due date, a second notice will be sent three days after the due date, and a bill for replacement will be sent seven days after an item's due date.
- Overdue notices for all other materials will be sent five days after the due date, a second notice will be sent 12 days after the due date, and a bill for replacement will be sent 23 days after an item's due date.
- Replacement fees are equal to the retail price at the time of purchase, or the default price. Replacement costs are listed in the item record.
- If a patron has paid for an item and later returns it, they are eligible for a refund. If a patron does not have a receipt showing payment of the item, and there is no record of the item being paid for in the item record or under the patron's financial history, they are not eligible for a refund. After three months, patrons are no longer eligible for a refund even with a receipt.
- In the event a patron finds material they have already paid for, and it has been longer than three months, the material is theirs to keep. If they still wish to return it to the library they may but a refund will still not be issued for the item.

MATERIAL RECOVERY

- If the item(s) is not returned two to three weeks after the billing date, then the patron's account will be turned over to material recovery provided the patron has a balance of \$60.00 or more on their record.
- A block is put on the patron's record and they will not be allowed to check out or renew any items until all the materials are returned or paid for, and the entire balance on their account has been paid.
- All patrons turned over to the material recovery will be assessed a fee to cover the initial placement cost of the material recovery.
- Teacher Collection cards, Bookmobile Teacher cards, Bookmobile Student cards, Central Middle International School cards, and the Senior Citizen Service cards are never turned over to the material recovery.

Patrons who receive an overdue notice for an item, or see an item on My Account, that they believe was returned, should contact the library and the library will clear it from the patron's record.

PROBLEM RETURNS

1. DAMAGED MATERIAL

- When items are returned damaged, the last patron to have had that item is charged for the replacement cost of the item. If the patron pays for the damaged goods, then they are entitled to take the item home since they have paid for it.
- In some cases of severe damage, the materials are thrown away immediately for sanitary reasons. Photos may be retained for proof of damage.

2. MISSING ITEMS

- If material is returned and a part of the item is missing, e.g. a DVD from a case, the patron is called and informed of the missing item. Material returned with a piece missing will remain checked out on a patron's record until the missing piece is returned. The item is held for six weeks while the library attempts to resolve the problem. Items that have not been fully returned six weeks from the initial billing date are billed.

BANKRUPTCY

In most situations, the Kokomo-Howard County Public Library (KHCPL) does not waive fees owed by patrons who have listed KHCPL as a creditor on a bankruptcy filing. Section 523(a) (7) of the USC, which refers to bankruptcy, says that debts which are payable to and for the benefit of a governmental unit – and are not compensation for actual loss - are not dischargeable.

KHCPL is a governmental unit that is covered by Title 36 “Local Government” of the Indiana Code. It also files its budget on the Indiana Gateway for Local Government Units and it is audited by the Indiana State Board of Accounts. As a governmental unit, debt owed to KHCPL is exempt from discharge through a bankruptcy filing. Accounts which belong to patrons who have declared bankruptcy are properly notated, and no contact attempts will be made to the patron by KHCPL or related parties until the bankruptcy is resolved. When appropriate, inquiries about bankruptcy filings may be referred to the library's legal counsel.

FEE WAIVER PROGRAMS

Fee waiver programs may be offered on an occasional basis. Fees may also be waived when there are extenuating circumstances at the discretion of the Head of Circulation. All waiver programs must adhere to the following guidelines:

- Each program must run for a specified amount of time, not to exceed 30 days.
- Any action required by library users must be specific and measurable, e.g. “One dollar will be waived for every canned good that is donated,” or “One dollar will be waived for every 20 minutes of reading by children in grades one through eight.”
- The library must make a reasonable effort to notify library users of any available waiver program(s).
- Fees for items that have been turned over to a materials recovery will not be waived.

CONFIDENTIALITY OF PATRON RECORDS
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The library shall make all reasonable attempts to keep patron circulation and registration records, and other patron inquiry records, confidential unless court ordered. Upon receipt of court order, the director shall contact the library's attorney for his advice. However, records of minors can be disclosed to their parents, stepparents, or legal guardians. Patron confidentiality may be disregarded for the purpose of alerting proper authorities in cases where abuse or neglect of a minor is suspected.

This policy should not be construed as a guarantee by the library to its patrons of any absolute right of privacy. The library is not responsible for information gained from a patron record by anyone other than the patron, if the patron has lost or loaned his card or if someone has obtained the patron information by illegal or inappropriate methods.

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