


<b>Circulation Policy</b>	
<i>Approved by Library Advisory Board: [DATE]</i>	
<i>Updated and approved by Library Advisory Board: [DATE]</i> <hr/> <i>Review Date: [DATE]</i>	

## Purpose

The Circulation Policy is established to ensure maximum access to the information and materials in the collection of City of Wolfforth Library.

## Service Area

The service area of the City of Wolfforth Library shall be as defined as

## Library Cards

### A. Residents

- i. Library cards are free to: 1) residents of the City of Wolfforth Library's service area; 2) residents of Lubbock County; 3) students attending Texas Tech University and Lubbock Christian University; 4) students attending Frenship ISD.
- ii. Resident cards are valid for 2(two) years, at which time card holders may be required to verify address in order to renew their card.

### B. Non-Residents

- i. Households out of the Library's service area may obtain a card for all library services for an annual fee of **\$XX.XX (\$10-\$20)** (can we/ should we do lower fee for Hockley county - \$5?) **per household (or person?)**. This applies to all persons residing at that address.

### C. Digital Access Cards

- i. City of Wolfforth Library offers digital access cards to all students attending **Frenship Independent School District (FISD), with parent permission**. Digital access cards allow access to the Library's digital collections and online resources. No physical materials can be checked out with the digital access card.
- ii. Digital access cards are valid for one year, at the end of which, applicants will be asked to present an acceptable form of identification for address verification. Cardholders are responsible for notifying the library of any change of name, address or contact information.
- iii. Digital access cards can be upgraded to a full-service library card at any time upon presentation to staff of photo identification and proof of current residence. For digital access cardholders under the age of 18, a parent, legal guardian, or responsible adult with the required identification must be present with the applicant to upgrade the card to

a full-service card. A responsible adult is defined as a person who is related to, or legally responsible for, the child and willing to guarantee and be responsible for the child's use of the library materials.

#### **D. TexShare Cards**

- i. The TexShare Card Program is a reciprocal borrowing program sponsored by the Texas State Library and Archives Commission. Participating libraries may issue their patrons a TexShare card, which may be used to borrow materials directly from any other participating TexShare Library.
- ii. In order to be issued a TexShare card from the City of Wolfforth Library, patrons must:
  - i. Have a current City of Wolfforth Library membership for at least three (3) months
  - ii. Be age eighteen (18) or older
  - iii. Have a clear borrowing record with no outstanding fees or disputed items
- iii. TexShare cards will expire on the same date as the patron's City of Wolfforth Library card. It can be renewed if the patron continues to maintain a clear borrowing record with both the City of Wolfforth Library and other participating TexShare libraries
- iv. TexShare cardholders who owe fines or fees to other TexShare libraries will be blocked from borrowing materials from the City of Wolfforth Library until all charges are cleared at the other library.
- v. Because the City of Wolfforth Library issues cards to all Texas residents, anyone who presents a valid TexShare card from another participating library in order to receive a TexShare card for City of Wolfforth Library, will instead receive a full-service City of Wolfforth Library membership, at no charge, provided all other eligibility requirements listed above are met.

#### **E. Identification Needed**

- i. Applicants for a City of Wolfforth Library membership (all categories) must present photo identification and relevant documentation giving proof of address.
- ii. Non-Resident and Digital Access memberships are valid for one (1) year, at which time, card holders may be required to verify address in order to renew their card.

#### **F. Application Process**

- i. Applicant must present valid documentation and complete the application form. A parent, grandparent, or guardian must sign for **children 16 and under.**
- ii. Individuals must present their own library card to check materials out. Unless it is reported lost or stolen, it is assumed that the card presented belongs to the individual identified on the card. The card owner is responsible for all items checked out on the card. **If the patron does not have their card, we will accept photo ID (for example: Driver's License, State ID, Passport, Student ID).**

#### **G. Lost/Stolen Cards**

- i. Lost/stolen cards must be reported to the Circulation/Check-out Desk.
- ii. There is a \$3.00 charge for a replacement card.

### **Borrowing, Renewing, and Returning Materials**

- A.** A valid library card in good standing is required to check materials out. If a patron has forgotten his/her library card the items may be checked out with presentation of a valid driver's license or a State ID, or items will be held for 24 hours.

**B. Loan Limits**

A library patron may have no more than fifteen (15) items checked out at any time, with a max per household of 100 items. Within that fifteen (15) item limit, the following formats are further limited:

- i. DVDs and Blu-Rays: five (5) per library account/ ten (10) per household
- ii. Library of Things items: up to five (5) items per household. See Library of Things policy
- iii. You may also check out up to ten (10) Libby or Boundless eformats (eBooks, eAudiobooks, and eMagazines). These do not count toward checkout limits on physical items

**C. Loan Periods**

- i. Books and Audiobooks: 14 days
- ii. DVDs, Blu-Rays, and Library of Things items: 7 days
- iii. Interlibrary Loans: Varies with lending library
- iv. Libby and Boundless: Although some Libby and Boundless titles have lending periods that cannot be changed, you can choose the loan period for most Libby items.
  - i. eBooks: 7, 14, or 21 days
  - ii. eAudiobooks: 7, 14, or 21 days

- D.** You can return City of Wolfforth Library materials only to the City of Wolfforth Library. Returned materials are credited to your account the day they are returned. Only physical books can be returned in the outdoor book drop, all other non-book items must be brought inside. Materials returned in a book drop credited as returned on the next day the library is open.

- E.** You can renew most materials 2 times if no other patrons have placed a hold on the title and there are no blocks on your account. You can renew items in person, by calling the library, or accessing your account online. If you initiate the renewal, items are renewed from the date of the renewal, not the original due date.

- F.** Only interlibrary loan staff can renew interlibrary loan materials. Staff must get permission from the loaning library. Contact the library for assistance with ILL renewals.

**Blocked Accounts**

- A.** Checkout and access to digital collections will be restricted if there are blocks on your account.

Accounts are blocked for the following reasons:

- i. Expired card
- ii. Card reported lost or stolen
- iii. Outstanding fees over \$5.00
- iv. Materials that are returned damaged or missing parts
- v. Account sent to debt collection
- vi. Address verification or correction needed
- vii. Phone correction needed
- viii. Notice returned/ undeliverable. Utility bill or first-class business mail postmarked to the new address within the last 30 days are required to remove block.
- ix. Duplicate account

- x. Other problems or questions about the account that must be resolved
- B. A “Contact Your Library” error message in Libby usually means the card has expired or is blocked for a problem. Cards can be renewed in person at the City of Wolfforth Library, or by emailing “library@wolfforthtx.us”. Include your library card barcode number in the email and attach a photo of a recent utility bill or other address verification showing its date and the cardholder’s name at that address. If there is a problem on your account, directions will be given to correct the issue at that time.

## Library Fines and Fees

- A. Items are due on the date indicated on the date-due receipt. You can call the library or access your account online to determine due dates.
- B. There are no overdue fines on City of Wolfforth Library materials with the exception of the Library of Things collection.
- C. Overdue notices are sent 3 days after the materials are due, in your preferred notification format (email or text). A second overdue notice is emailed and/or texted 7 days after the due date. A third overdue notice is emailed and/or texted 14 days after the due date. A fourth overdue notice is mailed 28 days after the due date.
- D. Materials that have not been returned after 30 days past the due-date are considered lost. Members will receive a phone call notifying them that items are overdue, and now considered lost. Accounts are assessed a replacement fee for materials that are more than 30 days overdue.
- E. You are responsible for taking care of the items checked out on your account. You may be charged replacement costs if materials are returned damaged, or if you do not report a lost or stolen card. You will not be charged for materials stolen from you if you provide a police report documenting the theft.
- F. Total damage will be assessed if the material is no longer suitable for circulation. This includes materials that need to be re-bound, or that have been chewed; wet; warped; infested; broken; scratched; severely torn, marked, or stained; or that are missing essential pieces or components. Partial damage will be assessed if the item can be easily repaired by staff in-house.
- G. Damaged items are held for 60 days unless they show evidence of fluid, mildew, filth, mold, or infestation. These items are disposed of immediately so as not to endanger staff or the rest of the collection.
- H. The replacement cost for lost and damaged items will be the price in the item record, the supplier’s current price, or the Amazon.com cost of a new copy in the same format, whichever is lower. If new copies are no longer available, the default price will be used. Costs for used copies are not used to determine replacement costs. The library will accept replacement copies for lost or damaged materials. See Library Fines and Fees Policy
- I. Borrowing and digital access privileges will be suspended if you owe more than \$5.00 in fees
- J. Youth under 18 can read off the item replacement fees on their accounts by participating in our Read Away Your Fees Program. For every hour spent reading, \$7.25 in fees will be removed from the account. Youth 12 years and older can also work off fees at the rate of \$7.25 an hour as a Library Volunteer.

## **Claims Returned or Claims Never Had**

- A. If you believe you have returned materials that show overdue on your account, you can have staff place a Claims Returned note on your record. Items stay on Claims Returned for 60 days from the due date. While staff search for the materials during this period, you may check out as normal. Items that are not found after 60 days will be considered lost. The Library will send you a notice indicating the amount due.

## **Refunds**

- A. The Library does not refund payments for lost materials that are later found if they are returned more than 60 days late. Borrowers are urged to place items on Claims Returned and search thoroughly for such items before paying for them.

## **Collection Agency**

- A. Adult accounts owing \$50.00 or more will be sent to the Library's collection agency 30 days after the total owed reaches \$50. A \$10 collection fee will be added to the account.
- B. Accounts sent to the collection agency must be cleared to \$0 before borrowing, auto-renew, and online privileges are restored.
- C. The collection agency sends the collection notices, but payments should be made directly to the Fort Worth Public Library, not the collection agency. A "paid in full" letter can be generated when the account is cleared.
- D. Library accounts sent to the collection agency are not reported to credit bureaus.