



## **Johnson City Public Library Circulation Policy**

The Johnson City Public Library's lending policies facilitate the lending of library materials, except for those judged irreplaceable or needed in the collection for basic informational services. Materials not immediately available may be reserved for patrons. The library's circulation process provides accurate and reliable information about the materials collection. The Library keeps accurate records of patrons registered for library cards. The Library's circulation practices and policies provide for protection of patron confidentiality.

All Library collections are available to the general public for in-house use. Some restrictions apply to in-house equipment, computer use, and the use of fragile or valuable collections, including some archival collections.

## **LIBRARY CARD ELIGIBILITY AND REQUIREMENTS**

### **Residency Requirements**

To qualify for a Johnson City Public Library card, a person must reside at a permanent address within the northeast Tennessee region defined by the Tennessee State Library and Archives as the Holston River Region. The Holston River Region is comprised of the following counties: Carter, Cocke, Greene, Hamblen, Hancock, Hawkins, Johnson, Sullivan, Unicoi, and Washington. Additionally, residents of Virginia and North Carolina who live within a 60-mile radius of Johnson City are eligible for full library card privileges at no charge.

College students providing proof of enrollment in institutions of higher education within the service area are also eligible for full library card privileges at no charge. Persons providing proof of local employment within Washington County are also eligible for full library privileges at no charge.

Individuals staying at temporary residences may receive a courtesy card with limited capacity to check out materials and access public computers and databases.

Post office boxes are acceptable as mailing addresses only and may not be used as proof of residency. A person using a post office box as a mailing address must also

provide the library with written or electronic proof of an actual physical address.

Johnson City Public Library cards can be issued to individuals outside of the above described service area for \$25 a year. Applicants must provide required documentation.

### **General Card Requirements**

A patron registering for a library card must supply the following documentation and information:

Full Name

Date of Birth

Current Address

Telephone number (if available)

Email Address (if available)

Driver's license or other valid form of photo identification that contains a current address must be provided. If the address printed on the identification is not current, proof of current address must be provided. Acceptable items must be dated within the past three months and may include:

- utility receipt
- official rent receipt/ copy of a current lease
- voter registration card
- electronic mail or receipts with name and address
- insurance card with current date
- other non-specified forms of proof may be considered; these forms are in the sole discretion of the JCPL Director or designee

Examples of unacceptable proof of address are:

- library cards
- Social Security cards
- Credit or debit cards
- personal checks
- business cards

Library card holder assumes responsibility for all use made of the card, to abide by all Library policies and to immediately notify the Library of any change of status (name, address, etc.) or the loss or theft of the card.

A person who cannot provide proof of current address may self-address a postcard, which the Library will mail to them. When the patron returns the postcard to the Library, the postmarked card will be considered proof of address.

## **Cards for Minors**

If the applicant is under 18 years old, an adult over the age of 18 assumes responsibility for all use made of the card. Adults who agree to assume responsibility attached to a card must also have a library card. The child must be present to receive a library card.

## **Organization Cards**

The Library issues cards to organizations (such as businesses or group homes) for organization-wide use. Representatives of the organization may not use these cards for personal use.

Applications for an organization card must be accompanied by a letter on organizational letterhead signed by the individual who will assume financial responsibility for any materials checked out on the card. The applicant agrees on behalf of the organization to otherwise follow all requirements of any other applicant.

The card must be kept by the organization and must be presented when materials are checked out in person or through book delivery. Lending rules for organization cards will be negotiated on a case-by-case basis to ensure equity for both the Library and participating organization.

## **Temporary Cards**

Temporary cards for those residing in Johnson City temporarily may be issued upon the presentation of a valid ID. Temporary Cards will expire in one to six months (depending on location, determined administratively).

One item at a time may be checked out on a temporary card. Materials may not be placed on reserve with a temporary card. A temporary card may be used to access the Computer Center and digital collections.

## **Expiration and Invalidation of Library Cards**

All library cards are valid for one year from date of issue except for temporary cards. Practical extension of duration may be made on a case-by-case basis. Non-resident cards are valid for one year from the date of payment, regardless of the date of issue.

A library card may be revoked by the Johnson City Public Library at any time if the patron does not return overdue materials, does not pay outstanding fines, does not abide by other library policies, or habitually abuses library policies. The library reserves the right to suspend or revoke card privileges for any reason.

## CIRCULATION OF MATERIALS

### General Circulation Guidelines

New patrons may check out two items on initial checkout. After items have been returned and at least 24 hours have passed since the card was issued, the limit is raised to a forty item maximum checkout limit.

Patrons are asked to present their card at the Circulation Desk at the time of checkout. Items limited to in-house use, such as reference books, microforms, newspapers, bound periodicals, current issue periodicals, local history room materials, and others so designated, do not circulate.

Materials, with the exception of items on hold, may be renewed twice for the same period as the initial checkout. Items eligible for renewal will automatically renew on the due date and patron notification by email or SMS is attempted.

<b><u>PRINT MEDIA</u></b>	<b><u>LOAN PERIOD</u></b>	<b><u>RENEWAL LIMIT</u></b>	<b><u>LIMIT</u></b>
Books	2 weeks	2	<b>40</b>
Lengthy Books (A=600+pages, J-500+pages)	4 weeks	2	<b>40</b>
Magazines	2 weeks	2	<b>10</b>
Traveling Tales Kits - Adult	8 weeks	NONE	<b>1</b>
Traveling Tales Kits - Juvenile	4 weeks	NONE	<b>1</b>
<b><u>ELECTRONIC MEDIA</u></b>	<b><u>LOAN PERIOD</u></b>		<b><u>LIMIT</u></b>
Compact Discs	2 weeks	2	<b>10</b>
Records	2 weeks	2	<b>10</b>
Audio Books	2 weeks	2	<b>10</b>
Lengthy Audio Books (15 hours + listening)	4 weeks	2	<b>10</b>
DVDs	2 weeks	2	<b>10</b>
Hotspots	2-14 days	1	<b>1</b>
Video Games	1 week	NONE	<b>1</b>

### Other types of items

The library may on occasion test the circulation of “nontraditional” items. This may include items such as puzzles, instruments, electronic equipment, games, etc. These items may be circulated to patrons in good standing with checkout periods, renewal rates, and overdue fees as determined by the director.

### **Interlibrary Loan**

Interlibrary loan periods are determined by the lending library. Items loaned by another library on the condition that they are used under supervision may not be checked out.

Interlibrary loan records are kept and requests made at the Information Desk, but all Interlibrary loan items are picked up and returned at the Circulation Desk.

### **Hotspots**

Adult patrons who have accounts in good standing may check out 1 hotspot. Cost is \$2 per day for a minimum of 2 days, maximum of 14 days. Hotspots may be renewed if no other patrons are waiting.

Data for the hotspots is provided through a third-party vendor serving public libraries and schools. **JCPL cannot guarantee service in all areas.** Service is only available in the continental United States.

If the device is not back on its due date, service will be disconnected and a bill of \$2 per day will accrue on patron account.

Anyone for whom we have had to disconnect service more than 3 times in 6 months loses borrowing privileges for 6 months.

Device instructions are included in each hotspot case. JCPL Circulation staff can provide in-person support at the time of rental. If you are experiencing problems after leaving the library, follow the Hotspot Tips and Troubleshooting instructions found on the bottom of each case. Contact JCPL’s Circulation department at **423-434-4475** if problems persist.

Please return any non-working devices within 24 hours of rental date (or the next day the library is open).

Patrons will be charged a replacement fee or service fee:

- For the return of a broken hotspot device or for the return of a hotspot missing any parts
- For the loss of a hotspot device
- For returning a hotspot device or component in a condition that is not suitable for circulation

<b>Replacement/Service Fees</b>
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Hotspot device	\$70.00
Charger/cord	\$10.00
Case	\$5.00
Cleaning fee	\$5.00
SIM card	\$5.00
User guide	\$1.00

### **Requests for Holds**

Patrons may place up to fifteen holds for items that are checked out or otherwise unavailable. This service is available 24 hours per day through the library's online catalog. A patron making phone requests for holds in person or over the phone must supply their library barcode number or other proof of identification. A limit of 3 items may be placed on hold by phone at any one time. Patrons may place holds on eligible items either in the library at any catalog terminal or from an outside computer via the internet.

### **Return of Materials**

Most materials may be returned at the automated item return inside the library, by mail, or in the outdoor item return.

The following materials must be returned to the service desk:

- Hotspots
- Book kits
- Other items as marked

## **OVERDUE LIBRARY MATERIALS**

### **Overdue Guidelines**

All materials are due on their due date; however, some materials may auto-renew.

The receipt provided at the time of check out serves as the official notice to the patron of when materials are due. As a courtesy, the library will also attempt to notify the patron when materials become overdue; however the library has no obligation to remind patrons to return materials.

In case of inclement weather or other emergencies, the library may, at the Circulation Supervisor's discretion, waive or reduce charges upon late return of non-renewable or previously renewed materials.

Overdue notices will be sent by mail, e-mail, or SMS. The library attempts to send the cardholder up to five notifications of overdue materials. The library offers patrons pre-overdue courtesy reminder notices, via email or SMS, for items coming due in 3 days. Patrons may sign up for email or SMS service by telephone or in-person at the Circulation Desk.

The library automatically suspends borrowing privileges if cardholder's charges for overdue fines, fees, and lost or damaged materials is \$5.00 or more. Staff restores borrowing privileges promptly when materials are returned, found, or paid for and accounts are settled. If fines or fees are on a child's card, this suspension may include the borrowing privileges of the parent/guardian who is responsible for the child as well as any other minors for whom the parent/guardian has assumed responsibility. Likewise, if a parent/guardian owes more than \$5.00, the child's card may be suspended. At the discretion of the circulation manager or designee a child may check out up to 2 items even if charges are present.

## **Fines and Charges**

The fine structure is set administratively. For details of charges, refer to the library's web site. Overdue items returned in the book drop after hours but before opening will be assessed a fine based on the last operating day. Charges for lost or damaged items are set administratively and include a replacement and processing fee.

Forms of payment include cash and credit or debit card. Cards may only be used if charges total at least \$2.00. The library will not accept personal checks.

As a courtesy to senior patrons over the age of 62 overdue fines will be waived. However, these patrons are asked to honor the due dates, and are still responsible for lost or damaged items and other fees accrued. Hotspot rental and overdue fees still apply.

## **Refunds**

The library will issue a receipt for each lost item paid for. If the item is found and returned within three months of receipt of payment, and if the item is in acceptable condition, a refund or fine credit will be issued. The processing fee is non-refundable.

Unclaimed refunds will be forfeited three months after the item's return.

Refunds totaling less than \$5 will automatically be applied to the patron's account. Refunds will be applied to existing fines on the patron's account.

**Review and revision of this Circulation Policy**

This Circulation Policy will be reviewed periodically, at least every three years, by the library staff and the Library Board of Directors. It may be revised only with approval of the Board.

Approved by the Board of Directors 8/15/2023