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# EVERGREEN INDIANA CIRCULATION POLICY

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## DEFINITIONS

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*Owning library:* Library that owns the item in question

*Circulation library:* Library from which an item has been checked out

*Patron:* An individual who has an Evergreen Indiana patron account

*Home library:* Library associated with a patron's account

*In good standing:* Fines and fees are not above the consortium maximum of \$10.00

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Members of the Evergreen Indiana Library Consortium will operate under uniform circulation policies and procedures. This is a condition of participation in the consortium pursuant to the Evergreen Indiana Membership Agreement and the Evergreen Indiana Executive Committee.

The vision of the Evergreen Indiana Library Consortium includes as a fundamental tenet the ability of library patrons to see and borrow library materials from all participating Evergreen Indiana Libraries. This goal of maximum access for patrons is tempered by the nature of the materials themselves and the logistics of moving materials among the libraries. Member libraries have agreed that Evergreen Indiana membership will not relieve libraries of the responsibility for purchasing the materials needed to meet the demands of local patrons.

*The Evergreen Indiana Circulation Policy is implemented by the Evergreen Indiana Circulation Procedures. The Evergreen Indiana Circulation Policy and the Evergreen Indiana Circulation Procedures represent the decisions of the Executive Committee. Some policies and procedures may remain under local control, varying with the specific situation of each library, library district or library system.*

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## REGISTERING A PATRON

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### EVERGREEN INDIANA LIBRARY CARD

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An Evergreen Indiana library card is required in order to check out materials at an Evergreen Indiana Library. Library directors and managers have discretionary ability in special cases. A digital replica of the library card is also an appropriate form of identification for a patron to check out materials. Patrons of the Evergreen Indiana Consortium libraries presenting the Proper Identification are eligible to receive an Evergreen Indiana library card from their home library subject to certain limitations (*see below*, Loss of Privileges). An Evergreen Indiana library card is not transferable to another user.

Patrons of Indiana public libraries not participating in the Evergreen Indiana Consortium may receive a library card at an Evergreen Indiana library pursuant to reciprocal borrower and other agreements. Users from non-participating Indiana libraries will not have the same privileges as Evergreen Indiana patrons and such cards may be suspended at any time without notice.

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### HOW TO ISSUE AN EVERGREEN INDIANA LIBRARY CARD

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Residents of Indiana presenting Proper Identification (*see below* for definition of “Proper Identification”) that establishes that the individual resides in or pays real property taxes on property owned in the library’s service area (the “library district”) are eligible to receive a green Evergreen Indiana “resident” library card.

Indiana residents not residing in a library district may be eligible to purchase or otherwise obtain an Evergreen Indiana Library card as a non-resident, PLAC, reciprocal borrower or township contract user subject to the laws and regulations covering these types of cards. Non-resident cards and PLAC cards are issued to those individuals residing outside the library district who purchase library cards with full access to library materials and services. All other card holders, temporary, student, computer usage and reciprocal borrower cards are given limited access to services and materials. Reciprocal borrowers, students and computer users should be given a blue Evergreen Indiana card which indicates that their borrowing privileges are limited to the issuing library.

Applicants for an Evergreen Indiana library card must present the required Proper Identification in person at the Evergreen Indiana library that will issue the library card (*see below* for definition of “Proper Identification”). Property owners who do not reside in Indiana will be required to show proof of real property ownership, such as a tax bill or deed.

Signing an Evergreen Indiana library card denotes acceptance of responsibility for all fines and fees and for payment for lost or damaged materials. Patrons are advised to contact their library to report a lost or stolen library card.

A parent or legal guardian showing Proper Identification may register a minor child for an Evergreen Indiana library card. Registering a minor child for an Evergreen Indiana library card denotes acceptance of responsibility for all fees, fines and payment for lost or damaged materials charged on such minor’s library card. Emancipated minors will be asked to present evidence of their status to void the necessity of the presence of a parent or guardian.

Registering a minor child for an Evergreen Indiana library card denotes an acknowledgement and understanding that Evergreen Indiana libraries own and circulate videos, dvds and unrated television series that may be geared toward a more mature audience and that a minor child will have access to materials for both adults and children and will be able to check out any of these materials. A parent or guardian may request a “limited access” card which prevents the user from checking out “r-rated” audiovisual materials.

Proper Identification must be presented to apply for an Evergreen Indiana library card. Proper Identification is one of the following:

- a valid Indiana Driver’s License which displays a current address;
- valid Indiana State ID which displays a current address; or
- a current government issued photo ID (e.g., military ID, passport).
- valid identification issued by another State (e.g., Driver’s License)
- valid current university or college identification (e.g., Student identification)

If the presented Proper Identification does not display a current address, the applicant must present one item from the Recommended List in addition to the Indiana Driver’s License, Indiana State ID or other government issued photo ID presented as Proper Identification. The ID presented from the Recommended List must include a current address.

Recommended List of ID includes:

- valid voter registration card,
- computer generated bank statement issued in applicant’s name within the last 30 days
- computer generated utility, credit card company, doctor or hospital bill, issued in applicant’s name within the last 30 days and containing address of residence
- Medicaid or Medicare benefit statement issued in the applicant’s name within the last 30 days
- Change-of-address confirmation from the United States Postal Service showing prior and current address of residence (a P.O. Box is not acceptable as a residence address)
- apartment lease signed within the last 30 days
- property tax receipt issued in applicant’s name

The charge for a replacement Evergreen Indiana library card is two dollars (\$2.00). Proper Identification must be presented to obtain a replacement library card.

Patrons changing their home library designations will be asked to provide identification and proof of current address. Proof of current address may be satisfied by the presentation of Proper Identification and if necessary, one item from the Recommended List of ID which displays a current address.

Resident and Outreach cards are valid for two years. Nonresident, Reciprocal Borrower, Temporary, PLAC and Student cards are valid for one year.

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## **PATRON ACCOUNT MANAGEMENT**

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### **MY ACCOUNT**

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Library patrons will be given a PIN upon registering for an Evergreen Indiana library card. Evergreen Indiana policy indicates that PINs may only be given in person at an Evergreen Indiana Library, upon presentation of appropriate identification. PINs may not be obtained via telephone or email.

At their first use of the *My Account* feature of the OPAC, it is recommended that patrons change the PIN to a minimum 7-character password. Patrons may also choose to select a user name to use in place of the library card barcode when accessing *My Account*. User names must be unique within the Evergreen Indiana system and must be used to log into My Account henceforth. Patrons may change user name, password, and email address with *My Account* at any time.

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## **BORROWING PRIVILEGES**

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A patron must present a card each time they wish to borrow materials and their account must be in good standing to borrow materials.

In most cases, a maximum of 100 items may be charged simultaneously on an Evergreen Indiana library card. There is a maximum limit of 10 DVDs, 10 videos, 6 art and 1 gaming software items per Evergreen Indiana library card. The 100 item, 10 DVDs, 10 videos, 6 art and 1 gaming software limits are calculated at the consortium level and not at the library level.

If a patron *forgets their Evergreen Indiana card*, they should:

- Return to the library after retrieving their library card (in this instance, materials may be held for a limited time pending the patron's return).
- Purchase a replacement library card for two dollars (\$2). (See procedures above for issuing replacement library card.)

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## **COLLECTIONS: EXEMPT PATRON**

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All member libraries are entitled to seek recompense for their materials when lost and/or damaged by a patron regardless of the patron's home library. The "Collections: Exempt" switch may be activated for patrons who exclusively access the collection of their home library (i.e., reciprocal borrower or student). Patrons borrowing materials from other libraries may be referred to a collections agency by the owning library in the case of lost or damaged items and may not have the "Collections: Exempt" switch activated. Exempt patrons are, by default, not accessible by the collections agency's search protocol.

Libraries should place an alert on patron accounts for whom extenuating circumstances would suggest alternate forms of recovery should be pursued. Libraries pursuing collections against another library's patrons should review affected patron accounts for such notes and give appropriate consideration prior to submission to Unique Management or any other collections agency.

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## **PURGING OF INACTIVE PATRON RECORDS**

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Patron accounts will be automatically marked inactive when the patron's privilege expires. Patron accounts that do not reflect fines or fees, items checked out or claims returned activity will be deleted automatically one (1) year after being marked inactive.

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## CHECK-OUT

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### LOSS OF PRIVILEGES

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A patron's access to materials may be limited due to overdue materials or fines and fees. A patron's card will be blocked, and no circulation services may be obtained with it if the patron has 15 or more overdue items, or owes \$10 or more in unpaid fines and/or fees. Outreach patrons will not be blocked until they have 50 or more items overdue. The number of overdue materials and/or amount of fines/fees that will result in a patron being "blocked" is calculated at the consortium level and not at the library level. A patron's card may be "blocked" if related group or family member cards are "blocked." A patron may also be "barred" if circumstances warrant.

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### FINES/FEES

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To encourage the prompt return of materials, the Evergreen Indiana libraries have established a schedule of fines and fees as an encouragement for the timely return of materials by their due dates. Overdue materials incur fines of 25¢ per day per item with a \$10.00 fine cap per item.

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### PAYING FINES/FEES

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Evergreen Indiana library fines and fees shall be paid at the billing library. Patrons may pay all or a portion of overdue fines. A patron's record will remain blocked or barred until the fines and fees are paid or the patron has resolved the matter with the particular library to restore his or her privileges. A patron may be (or remain) "blocked" if related group or family member cards are "blocked."

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### OVERDUE NOTICES

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Overdue notices are sent as a courtesy from the Evergreen Indiana Libraries. Failure to receive notices does not exempt patrons from the responsibility for payment for library materials or overdue fines and fees.

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## CHECK-IN

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### LOST ITEMS

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A patron may inform library staff that an item is "LOST." The price of the item and any outstanding fines and fees, plus a processing fee of \$10.00 per item, will be assessed to the patron's card. A patron is encouraged to notify the library that an item is "LOST" to stop the accruing of additional overdue fines. **On issuance of the 45-day notice or declaration of loss or damage, the associated circulation fees are reassigned to the owning library.**

Some Evergreen Indiana Libraries have contracted with third party vendors for collection services. If third party collection services are used, a fee for collection services will be added to the patron's record.

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### RECOVERING LOST ITEMS AND REFUNDING PAYMENT

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No refund will be given to a patron for a "Lost" item for which a patron has paid. In addition, no fines/fees and third party collection fees will be refunded.

## RENEWALS

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Renewal requests may be made in person, online or by phone. Patrons may also renew their items via the OPAC "My Account" feature.

Certain categories of materials are not eligible for renewal. If a "HOLD" has been placed on an item, it may not be renewed.

## HOLDS AND INTRA-EVERGREEN INDIANA LENDING

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Holds may be placed on most items in any Evergreen Indiana library (see list of exceptions below). Patrons will have one week after the hold is filled to pick up the held item. Some Evergreen Indiana libraries may impose a fee for failure to pick up a hold.

Patrons may have 20 unfilled holds in the system.

Evergreen Indiana does not allow holds to be placed on the following items by any patron:

- Reference materials
- Bestsellers with the no-hold designation

Evergreen Indiana does not allow Evergreen Indiana library patrons to place holds that would generate Intra-Evergreen Indiana [transiting] loans on the following item categories:

- Art
- Bestsellers
- New Books
- CDs
- DVDs
- ILL
- Equipment
- Media
- Realia
- Reference
- Software
- Software - Gaming
- Talking Book
- Videocassettes

Although holds may not be placed on the above materials by a non-local patron, these items *may* be borrowed by any Evergreen Indiana library card holder. It is the responsibility of the patron to proceed to the owning library and check out the material. The patron may return such materials to any Evergreen Indiana library for transit to the owning library.

In addition, a library may place a six-month age protection on new items. This means that non-local patrons may place holds but the holds will not be filled until the six-month age protection expires. Local patrons may place holds on such items.

Patrons may place their own holds via the OPAC, and may select their pickup location and notification method. The software will refuse holds requests which do not conform to Evergreen Indiana policies. Patrons may choose any pickup location for holds.

Patrons whose Evergreen Indiana cards are "blocked" or "barred" will not be allowed to place holds until their card privileges are restored.

*Adopted by the Evergreen Indiana Executive Committee on: December 14, 2012; Amended October 8, 2013.*