

3.3.2 Library Cards

- a. Registration for a library card is required to borrow materials. Applicants are to furnish their current County home mailing address and a current telephone number. If the applicant has no phone number available for this purpose, or refuses to give one for privacy reasons, the Director may use personal discretion in waiving this requirement. New library cards are issued at the time of application upon presentation of a valid driver's license, or other photo identification card showing the applicant's address. A piece of mail with the applicant's current address may be used to verify an address. If a valid address cannot be proven, or no photo identification is available, a postcard is mailed to verify the address.
- b. No fee shall be charged to County residents for the initial card; however, a fee as specified in Appendix 7.7 will be charged for replacement of the card.
- c. Those people who own and pay taxes on property in the County, even though their primary residence may not be located in County, may be considered County residents as long as they provide proof of ownership (patrons in this category must renew their card annually).
- d. No fee shall be charged to students of Rappahannock Community College; however, a fee as specified in Appendix 7.7 will be charged for replacement of the card. Patrons in this category must renew their card annually.
- e. Non-County residents will be charged a yearly fee as specified in Appendix 7.7 for the initial card. A fee as specified in Appendix 7.7 will be charged for replacement of the card. The out-of-county fee will be waived for all non-resident teachers and other county staff currently employed in the County (patrons in this category must renew their card annually). The non-county resident fee for those aged 65 and older is as specified in Appendix 7.7.
- f. Applications for children under eighteen (18) years of age must be completed and signed by a parent or guardian.
- g. A patron shall be responsible for all materials charged on their card even if the patron lends that card or materials to another person.
- h. Borrowing privileges may be suspended, revoked, or denied to anyone whose current or previous record as a library borrower reveals willful or habitually careless disregard for the protection and return of borrowed materials or for the evasion of payment for assessed damage to Library property.

3.3.3 Confidentiality of Library Records

Some Library records may be exempt from disclosure to the public; required to remain private; and/or required to be disclosed to certain agencies or under legal process.

Library records will be handled in accordance with all applicable state and federal law.

Any concerns relating to the privacy of a library user's personal data not provided for in this policy statement shall be referred to the Library Director. A decision shall be made after study of the issues and consultation with the Board and/or the County Attorney.

Individuals may have access to their own records and parents or legal guardians may have access to the records of their children under the age of 18.

3.3.4 Circulation (General)

- a. Books and other materials, excluding reference materials and periodicals, may be checked out for a three (3) week borrowing period.
- b. Renewal of library materials shall be limited to two (2) additional borrowing periods.
- c. Items on hold for another patron may not be renewed.
- d. Upon request, books and materials may be made available to patrons through the Library's Interlibrary Loan service. All Interlibrary Loan fees are as specified in Appendix 7.6.
- e. Patrons are limited to checking out three (3) books on a subject that is being used for a school project.
- f. Patrons are limited to checking out fifty (50) items per library account

3.3.5 Circulation (Media)

- a. The checkout period for DVDs/Blu-rays will be seven (7) calendar days. The checkout period for audiobooks will be three (3) weeks. The checkout period for launchpads, nature backpacks, whazoodles, and book buddies will be seven (7) calendar days.
- b. Patrons are limited to five (5) DVDs/Blu-rays on individual library account at one time.
- c. Audiobooks and DVDs/Blu-rays may be returned in the drop box for audiovisual materials.
- d. The replacement cost for a lost or damaged disk and/or case is full retail value. The Library Staff shall determine if the materials are damaged.
- e. The Library assumes no responsibility for any damage to a borrower's machine while using a disk from the Library's collection.

3.3.6 Periodicals

- a. The checkout period for magazines will be seven (7) calendar days.
- b. Newspapers are for in-house use only and are not available for checkout.

3.3.7 Overdue Materials

- a. Overdue Notices, Fees and Administrative Costs
 - 1) The first notice is sent to the patron three (3) days after the due date.
 - 2) The patron at issue shall be responsible for all costs, fees and legal fees and expenses of recovery.
- b. Suspension of Borrowing Privileges
 - 1) Borrowing privileges are suspended from the time of the first notice until the item(s) have been returned or paid for, and any charges have been paid.
 - 2) If library materials are returned damaged, borrowing privileges are suspended until payment has been made. If payment for replacement is made,

the patron may keep the damaged book if the patron requests it and the book is still in print.

3) Borrowing privileges are suspended indefinitely for patrons who have been the subject of a collection action or court proceeding to recover Library fees and/or materials.

4) Parents/Guardians are responsible for Library accounts for those under the age of eighteen (18). Borrowing privileges will be suspended for both the responsible party and the minor until the minor's account has been cleared.

5) Borrowing privileges for minors shall not be suspended when the responsible party has accrued fees.

c. Replacements

1) The Library only accepts brand new with an exact ISBN match for lost or damaged items.

2) Should the patron later find the book which they replaced with a new copy, the Library will process the original (older) copy as a withdrawal to be given to the patron after withdrawal procedures are complete, at no cost to the patron.

3) Administrative charges due are added to the costs of replacement and/or processing. Replacements or payments are made in lieu of returning the book and are therefore due at the time the book is due.

d. Claims that an Item has Been Returned

1) When a patron claims to have returned or never checked out materials for which the patron received an overdue notice, their record will be appropriately marked. The patron will also be required to sign a Claim Slip. This form includes the author's name, title, barcode number and any administrative costs. The signed Claim Slip will be attached to the back of the patron's library card application.

2) A patron may accumulate three (3) claims. If a patron places a third claim, they lose all borrowing privileges until they pay for all of the books claimed lost or not returned on three claims, plus the administrative costs.

3) In accruing claims, each date counts as a single claim.

- 4) If the patron later finds materials which they claimed they had returned or never checked out, they may bring the materials to staff to have the claim for those particular items removed from their record.
- 5) The shelf-list for all books claimed returned/not checked out will be marked as "Lost" and the books handled as a withdrawal or replacement.

e. Damage Assessments and Replacement Charges

- 1) All damage assessment and replacement charges are as specified in Appendix 7.6.
- 2) Lost materials(s):
 - a. Items forty-five (45) days overdue will be automatically considered lost.
 - b. The replacement costs for items in a) and b) above will be charged to the patron's account.
 - c. Replacement fees will be charged as specified in Appendix 7.7

Prices include a processing charge that is not reimbursed should the patron find the book later.

f. Magazines:

Replacement fees will be charged as specified in Appendix 7.7. The processing charge is not reimbursed should the patron find the magazine later.

g. DVDs/Blu-rays, Audiobooks:

Replacement fees will be charged as specified in Appendix 7.7. If a single disc is lost/damaged and it is part of a set, then the set price may be charged if the single disc cannot be replaced.

h. Other Replacement Costs

Replacement fees will be charged as specified in Appendix 7.7.

- 1) Administrative costs are added to the costs of replacement that include processing if the patron does not report the loss or damage until after the Library has expended costs to retrieve the materials through overdue notices.
- 2) If the patron requests the damaged book at the time of payment, and if the book is still in print so that another undamaged copy may be obtained, the damaged book is stamped as for discarded materials and given to the patron. The Library is not liable to keep the book after withdrawal from the Library collection.
 - i. Refunds
 - 1) Fees cannot be waived after the 90-day period. There is no refund if the item has already been replaced. Refunds include only the cost of the book, not processing costs or administrative charges.
 - 2) Refunds are mailed to the patron as a check when library invoices are processed. The patron should show the copy of the receipt when they request the refund.
 - 3) A W-9 must be completed in order to receive a refund.
 - j. Returned Check Policy
 - 1) Returned checks for insufficient funds will be charged a fee as specified by the King George Treasurer.
 - 2) The patron account will be blocked until the Library receives notification from the County Treasurer.
 - 3) After three (3) returned checks, the Library will no longer take checks from the patron.
 - k. Credit Card Payments
 - 1) A convenience fee will be charged for credit card payments at the merchant service surcharge rate.