



# NEW CASTLE • HENRY COUNTY

## PUBLIC LIBRARY

### Materials Circulation Policy

#### Borrowing requirements

A Library patron may borrow materials as long as his/her New Castle-Henry County Public Library card is in good standing (no long overdue items, no fines above \$5, card not expired). Patrons are required to present their Library card or state-issued picture ID in order to borrow materials.

Patrons with an adult or young adult New Castle-Henry County Public Library card may check out videos. Young adult card status applies to patrons in 7<sup>th</sup> grade through age 17.

Patrons must use their own Library cards when checking out Library materials. Spouses' cards may be used if permission is granted in-person by the cardholder.

#### Return of Library Materials

Materials may be returned in the drop box located at the east end of the parking lot, or inside the Library at the main public service desk on the first and second floor.

Damaged items should be brought into the Library and not placed in the drop box. Items that have suffered from spillage should not be placed in the drop box, as this could damage other items.

#### Circulation Periods and Fine Schedule

Type of Material	Loan Period	Limit	Renewals	Overdue Fine Per item per day	Maximum Fine Per item
Audio book	14 days	10	1	\$0.10	\$10.00
Barcode, jacket, case, etc.					\$1.00 each item
Book	28 days	50	2	Fine-free	Fine-free
DVD/Blu-ray fiction	7	5	0	\$1.00	\$10.00
DVD/Blu-ray nonfiction	7	5	0	\$1.00	\$10.00
E-Reader	14	1	0	\$1.00	\$10.00
Kit	28	30	2	Fine-free	Fine-free
Magazine	7	10	1	Fine-free	Fine-free
Music CD	7	5	1	\$0.10	\$3.00
Video Game	7	3	0	\$1.00	\$10.00

**Care of audiovisual material**

DVDs and music CDs should be handled by the center hole and edges to avoid touching the playing surface. DVD and CD discs should be stored in their protective sleeves and cases when not in use. Keep DVDs and CDs out of direct sunlight and hot, unventilated areas.

**Listening Rooms**

Two listening rooms are provided to the public to watch videos, listen to CDs, or use the Sorensen Video Phone for the hearing impaired. Patrons with an adult or young adult New Castle-Henry County Public Library card may use the listening rooms alone; youth patrons with juvenile New Castle-Henry County Public Library cards must have a parent/adult guardian present when using a listening room.

Patrons with New Castle-Henry County Public Library cards that have long overdue or lost items, or fines or fees in excess of \$4.99, are not permitted to use the listening rooms.

The Library is not responsible for patrons' personal materials (CDs, DVDs, VHS tapes) brought in for use in the listening rooms.

**InterLibrary Loan (ILL) Requests**

The Library will attempt to borrow materials and acquire periodical articles from other libraries for New Castle-Henry County Public Library cardholders. There is no charge to the patron if an available copy of the book can be located in Indiana. If the only copy available is from a library that charges fees to loan materials or photocopy an article, the patron will be notified of any cost prior to ordering the material. Any fees must be paid before the item will be ordered.

Because ILL materials are not owned by the New Castle-Henry County Public Library, stricter penalties and fines apply for overdue and unreturned items. Failure to return ILL materials will result in replacement costs and fines from the loaning library, as well as suspension of all privileges with the New Castle-Henry County Public Library until the items are paid for or returned and all fines have been paid. Loan periods and renewals of ILL materials depend on the policies of the lending library. NCHCPL staff will inquire whether the items may be renewed and will notify the patron.

**Lost or Damaged Materials**

The Library expects materials to suffer some wear with normal use. The Library also expects patrons to exercise care in the handling of borrowed Library materials. Patrons are not held responsible for what the Library determines is normal wear. If the Library determines that an item was lost or damaged due to mistreatment, neglect, etc., while charged to the patron's card, the patron will be billed for the cost of repair or replacement, processing, and any overdue fines that have accrued while checked-out to the patron.

The patron is responsible for all fines that accrue from the date an item was due until the patron pays for replacement or requests to be billed for replacement. When the Library receives payment in full for replacement of an item or any part, the original item becomes the property of the patron.

### **Materials Returned with Parts Missing**

The Library will attempt to contact a patron immediately when it discovers that a part (e.g. case, booklet, DVD, audiobook disc, etc.) is missing from an item that has been returned. The patron is responsible for all parts of an item checked out from the Library. If the item has more than one part (e.g. 2 discs) and all parts are not returned, the fine for the entire item is owed.

If the Library is able to purchase a single part of a multi-part item, the patron will be charged only for the replacement and processing of the single part. If individual parts cannot be purchased separately, the patron will be responsible for paying the cost to replace the entire item. When the Library receives payment in full for replacement of an item or any part, the original item becomes the property of the patron. If the patron does not want the damaged item or part, the Library will dispose of it.

### **Claims Returned Items**

Sometimes an item may appear as overdue on a patron's account, but the patron is certain that the item was returned. In such an instance, the Library recognizes that either the Library or the patron may be in error. For this reason, a procedure is followed that allows both the Library and the patron time to look for the item for a period of thirty (30) days without accruing additional overdue fines.

At the discretion of the Library, fines may be waived on an item that a patron "claims returned" that has not been found by the Library or the patron during the thirty-day period. This grace may be given to the same patron up to two (2) times in a calendar year.

### **Overdue Notices**

As a courtesy, the Library attempts to electronically notify patrons at least twice that items are overdue for return to the Library, however, failure to send a notice does not change the due date or cancel any fines or fees. Return of Library materials on or before the due date is the sole responsibility of the patron.

Patrons should ensure that a spam filter does not block emails sent from the Library, and should notify the Library of any change in email address. In order to receive Library notices via text message, patrons must provide a working text-message-enabled mobile phone number.

An electronic notice is sent when an item is fourteen (14) days overdue. A second electronic notice is sent when an item is twenty-one (21) days overdue, and this notice states that the item will be considered lost and billed for replacement once it is twenty-eight (28) days overdue. If an item has not been returned before it is forty-two (42) days overdue, the patron's account will be sent to collections and a **nonrefundable** \$10 collections fee will be added to the patron's account in addition to any other replacement costs, processing fees, and accrued overdue fines.