

Lending Policy

Purpose

A foundational purpose of the library is to make reading and other materials available for cardholders in a fair and equal manner. This policy sets the guidelines for patrons in borrowing library materials, outlines the procedures for checkouts, and lists the fees for overdue and lost items. Information about registering for a library card and a list of card types can be found in the Library Card Eligibility and Cardholder Responsibilities policy.

Using Library Cards

The cardholder must be present at check-out and in possession of a valid library card issued in the individual's name in order to check out items. The library does not permit any patron, including family members and parents of minor children, to use another's card to check out materials. Exceptions to this rule may be allowed for extenuating circumstances, provided the library has on file express written permission from the cardholder naming approved users. The library may require additional verification about the circumstance in order to make an exception.

Patrons can download a smartphone app for iPhone and Android devices which will allow them to store a digital version of their library card that may be presented in lieu of the physical one.

Library cards will be renewed on an annual basis in order to ensure that cards are active and that the library has up-to-date information on file. Patrons may renew in person or by phone. To renew over the phone, patrons must have a photo attached to their account; if no photo is available, they must come to the library to add a photo to their account. Online services cannot be accessed until the card is updated. The library does not provide any account information to patrons over the phone.

Patron Responsibilities

Patrons are responsible for all items checked out on their cards and should return their materials on or before the due date.

Patrons are also responsible for making sure the library has their current contact information on file, including current name, address, phone number, and email (optional).

In the case of a lost or stolen card, the patron should contact the library immediately in order to prevent misuse. Patrons will be responsible for purchasing a replacement card for any damaged, lost, or stolen cards.

Borrowing Library Materials

The library maintains collections of physical and digital materials, the management of which is outlined in the Collection Development Policy. All physical items in the library—with the exception of newspapers, new magazine issues, the Arkansas/Genealogy collection, and the professional development collection—are available for checkout to those who hold library cards in good standing. Policies governing the checkout procedures are listed below.

Item limits

Those holding resident, A-State student, and non-resident (fee-based) cards may have up to 20 items checked out at any given time. Maximum limits for certain item categories are as follows:

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| • Quick Pick Books | 2 |
| • Quick Pick DVDs | 2 |
| • New Fiction/Haworth Collection (new books) | 8 |
| • General Collection (all other books, including children's and young adult books) | 20 |
| • DVDs | 4 |
| • CDs, Books on CD, and Playaways | 8 |
| • Magazines | 8 |
| • Interlibrary Loans (ILLs) | 2 |
| • Books in a Bag | 1 |
| • These kits contain multiple items that will fill up the card's 20-item limit and are only available to licensed daycare workers and school teachers. | |
| • E-Media from Overdrive/Libby | 4 |
| • Bookmobile DVDs | 5 |
| • Bookmobile General Collection | 10 |

Gateway cardholders are subject to borrowing restrictions and may only have 4 items checked out at any given time. Of those, only 2 can be DVDs. Gateway cardholders cannot check out any Quick Picks, Books in a Bag, or Bookmobile items. Group cardholders may check out additional items based on their needs and at the library's discretion, provided the extra materials are from the General Collection.

Loan periods

Depending on the type of item, loan periods for library materials are as follows:

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| • New Fiction/Haworth Collection (new books) | 2 weeks |
| • General Collection (all other books, including children's and young adult books) | 4 weeks |
| • Quick Pick Books | 1 week |
| • DVDs | 1 week |
| • Quick Pick DVDs | 3 days |
| • CDs, Books on CD, and Playaways | 2 weeks |
| • Magazines | 2 weeks |
| • Interlibrary Loans (ILLs) | 2 weeks |
| • Books in a Bag | 2 weeks |
| • E-Media | 2 weeks |
| • Bookmobile items | 4 weeks |

R-rated DVDs

Movies with a Motion Picture Association's rating of "R" are not allowed checkout by patrons under the age of 17. Parents may waive this restriction and allow their child to check out R-rated DVD movies by presenting a photo ID to the circulation desk and stating that they waive this restriction for their child. A note will be added to the underage patron's account stating the parent's wish to waive the restriction. The underage patron will then be allowed to check out R-rated DVDs without a parent present.

Renewals

Any borrowed items, with the exceptions of Quick Pick Books/DVDS and Interlibrary Loans (ILLs), may be renewed one time, provided that item is not on hold for another person. **Renewal terms for Bookmobile items?** Patrons can request a renewal in person, by phone, or by accessing their library account online at www.libraryinjonesboro.org. In the case of General Collection books, the due date will be extended 2 weeks; all other item types will be granted a full additional loan period. DVDs are eligible for renewal 3 days before their loan period expires, and all other materials are eligible for renewal 7 days before their due date.

Holds/Requests

Patrons may request items from the library catalog to be reserved for pick up when they become available. Guidelines for the holds system are as follows:

- Items are shared between the branches of the Crowley's Ridge Regional Library system; patrons must indicate their desired pickup location when placing the hold.
- Holds can be placed in person, by phone, or through the library's online catalog system.
- Holds cannot be placed on Bookmobile items.
- Patrons may put an item on hold from one of our branches to be picked up on the Bookmobile.
- Patrons may have up to 5 items on hold at any time.
- The library will send notices about hold availability to the physical mailing address (default) or email (opt-in) listed on the cardholder's account.
- The library will hold items for 7 days before the hold is canceled.
- The holds system works on a first-come, first-served basis in which holds are processed in the order they are received; under no circumstances will anyone be permitted to skip or otherwise subvert the waiting list for an item.
- The library does not permit anyone besides the cardholder for whom items are held to pick up these materials, unless the person retrieving the held items is able to do the following:
 - Present the card under which the items are being held.
 - Present the hold notice.
 - Tell library staff the titles of the materials being held.

Interlibrary Loans (ILLs)

In addition to the regular collection, the library maintains a lending relationship with other libraries in order to borrow books that would otherwise be unavailable to patrons. The library provides this service at no cost to the patron according to the following guidelines:

- Gateway, A-State Student, Group, or Non-Resident cards are not eligible for ILL services.

- The library will not borrow children's, teens, or audiovisual material for patrons.
- ILL requests are fulfilled according to the policies of the lending library.
- Patrons may have up to 2 ILLs checked out at a time.
- ILLs are not eligible for renewals or holds by other patrons.
- ILLs are subject to the same late fees as General Collection materials.
- In the case that an ILL book is damaged or lost, the patron must pay the fee set by the lending library rather than the usual replacement fee.
- Patrons who have damaged ILL books, accrued repeated and excessive overdue fines for ILL books, or otherwise abused the ILL system will have their ILL privileges revoked.

Library Fines

As the library's collection is not owned by the library but held in stewardship for the public, the library strives to protect this collection and ensure that it is freely available to all. When items are kept past their due date, damaged, or lost, they are unavailable for others to use and the library must expend additional resources to replace them. To mitigate these costs and encourage patrons to return materials on time, the library will charge fees for damaged and lost items.

Notification

In order to assist patrons with returning materials, the library will provide ample notification about due dates and overdue items, including:

- Verbal confirmation of due dates at time of check out.
- Printed receipt with due dates at time of check out.
- Ability for patrons with valid library cards to sign in at any time to the online catalog system to see checked out items and their due dates.
- Courtesy email notifications of item due dates for those patrons who provide an email address.
- Notice of overdue materials 8 days after the due date (1 day for Quick Picks).

After 15 days, overdue items will be considered lost and the patron will be sent a bill for a replacement fee (6 days for Quick Picks).

Lost Items

Patrons with items that are lost or never returned will be charged a replacement fee, which is determined by the cost to replace that specific item. Patrons with questions about their bills and the replacement fee amounts should visit the library to discuss the charges.

In the case that a previously lost book is located within 30 days of payment, the patron can present the receipt for a full refund of the replacement fee, provided that the item is in acceptable condition.

Damaged Items

Patrons who return any item with damage beyond normal wear and tear will be charged a replacement fee according to the same rules outlined above. Damage includes, but is not limited to:

- Any water damage

- Dirt, food, or beverage staining
- Torn or damaged pages
- Missing pages or discs
- Crayon/pen markings
- Pet damage
- Damaged or scratched discs

Patrons who wish to inspect damaged items billed to them should visit the library as soon as possible. The library will hold damaged items for 30 days (unless the item’s condition presents a risk to the collection) after notifying the patron of the charges. A patron may choose to keep a damaged item after paying the full replacement fee for it.

Overdue Fines

Effective June 1, 2020 the Craighead County Jonesboro Public Library will not charge overdue fines. Past overdue fines will be forgiven. Items that are lost, destroyed, or not returned will result in a replacement fee for that item.

Other Charges

Additional fees not listed above include:

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| • Damaged or removed RFID tags | \$1.00 |
| • Replacement library card | \$2.00 |
| • Replacement cases for DVDs, Books on CD, Playaways, or CDs | \$5.00 |
| • Damaged DVD, Books on CD, Playaway, or CD artwork | \$5.00 |
| • Earbuds (for patrons to keep) | \$1.00 |

Payment

Fines and fees may be paid by cash, credit/debit card, or check at the library. They may also be paid with a credit/debit card through the library website.

Patrons who owe more than \$3.99 in fines or fees must pay the entire balance before being allowed to check out any more digital or physical items. Individuals with excessive fines that they are not able to pay upfront can request to set up a payment plan, which will be administered at the discretion of the Circulation Manager. Provided they are making regular payments, those on a payment plan may continue to check out materials.

To protect patron confidentiality and pursuant to AR Code 13-2-705, library staff members will only discuss fees and fines with the person listed on the billed account or, for minor children, their listed parents/guardians as long as the child is present. In the case of extenuating circumstances, supervisors may choose to waive certain fees or fines at their discretion; these waivers will be applied in a fair and equal manner and noted in patron accounts.

Adopted September 2015
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