

CIRCULATION POLICIES

LIBRARY CARDS

GENERAL INFORMATION

A library card is a tool for lifelong learning, discovery and entertainment. It can give you free access to thousands of books, DVDs and downloads worth millions of dollars. As with any other valuable asset, you must take care to protect your card. You are financially responsible for the items checked out on your card. To keep your account in good standing you should return or renew materials before the due date. Do not let others use your card. Report the loss or theft of your card to the library immediately. Borrowing privileges may be suspended for abuse of library circulation policies.

OBTAINING AND KEEPING YOUR LIBRARY CARD

Your first Lowell Public Library card is free to residents or property owners in the Lowell Public Library District. There is a fee for replacement cards. To receive a library card, you will need to fill out an application form and provide proper identification and verification of address. Acceptable identification includes a valid driver's license or other government issued photo ID, and a proof of current address.

A parent or guardian may apply for a library card for a minor child. The adult must present appropriate identification and sign an agreement to be responsible for materials borrowed by the child. Information about reciprocal borrowing cards and non-resident purchased cards can be obtained at the Circulation Desk.

Teachers and out of Library district students of the Tri-Creek School System may apply for a library card for the school year.

The library reserves the right to withdraw borrowing privileges from a patron providing the library with false registration information, displaying unruly conduct, failing to return borrowed materials, or for accumulating fines.

CONFIDENTIALITY

We consider library accounts and transaction information private and confidential. The library does not provide such information to anyone other than the account's owner, with the following exceptions:

1. When issued with a valid subpoena or warrant
2. When requested by the parent or legal guardian of a minor for purpose of paying fines or recovering lost items

CARD RENEWAL

Library cards are valid for 3 years. Purchased and reciprocal cards are only good for 1 year. We verify with the home library that a library card is in good standing before issuing or renewing reciprocal library cards.

LOST AND REPLACEMENT CARDS

If your library card is lost or stolen, notify the library immediately to prevent others from charging items to your account. There is a replacement charge of \$3.00 for the lost card.

A patron is responsible for all material charged to the card until it is reported as lost or stolen.

CIRCULATION

USE YOUR LIBRARY CARD

Most of the items in the library collections circulate and are available to patrons to check out. Some items do not circulate due to their high or irreplaceable value, fragile condition, or when the library deems that the material would be better used within the library.

To help assure a fair and equitable distribution of library materials, there is a maximum limit on the number of items which can be checked out at one time on a library card.

The library requests that its patrons respect public property, its loan policies, and cooperate with the library to insure that borrowed materials are returned in good condition and within allotted loan periods so that others may also use the library's resources. Patrons are financially responsible for all material checked out in their library card.

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The library may suspend borrowing privileges when patrons abuse circulation policies.

BORROWING

All patrons borrowing materials must show their valid library card when checking out material. Library cards are not transferable to others and patrons must use their own card to borrow materials.

Books

May be renewed 3 times – Circulation period: 14 Days

Magazines

May be renewed 3 times – Circulation period: 14 days

CDs

May be renewed 3 times – Circulation period: 14 days

Book-on-CD

May be renewed 3 times – Circulation period: 14 days

New DVDs*

Nonrenewable – Circulation period: 7 days

Feature Film DVDs*

May be renewed 6 times – Circulation period: 7 days

Non-Fiction DVDs*

May be renewed 6 times – Circulation period: 14 days

Hotspots*

Nonrenewable – Circulation period: 14 days

ILL&SRCs*

Nonrenewable – Circulation period:

*May only be checked out by valid Adult (18+) library card

LOAN PERIOD AND RENEWALS

All materials which circulate and can be checked out have a defined loan period for use. Date due information is provided at checkout and materials are expected to be returned on time.

Patrons can request to renew items they have checked out to extend the loan period. Due to high demand some items may not be renewable. Materials will not be renewed if they are needed by other patrons, or have reached a maximum number of renewals.

Though the library offers automatic renewals on most items patrons may also renew in person at the library, by phone or by the internet.

OVERDUE NOTICES

It is the responsibility of the patron to keep track of their due dates and return library material on time to avoid overdue charges. As a service to patrons, we offer automatic notifications by phone, text, or email for overdue items. Patrons are still responsible for overdue charges even if you did not receive an automated notification.

FINES AND FEES

Library resources are limited. The library charges fines and fees as an incentive for patrons to keep items they check out in good condition and to return them in a timely manner so that they can be shared and used by others.

Books

\$0.25 per day/\$10 max

Magazines

\$0.25 per day/ \$10 max

CDs

\$0.25 per day/ \$10 max

Books-on-CD

\$0.25 per day/ \$10 max

DVDs

\$1.00 per day/ \$10 max

Hotspots
\$5.00 per day/\$25 max

ILL&SRCs
\$0.50 per day/ \$25 max

All fines subject to change without notice.

Patrons are charged overdue fines for library materials held longer than the loan period. These charges are on per item/per day basis until the maximum overdue amount is reached.

The library has contracted an automated notification system for notifying patrons by phone, text, or email when items are overdue. Patrons are responsible for returning material by the date it is due.

Patrons are expected to return material in undamaged condition, considering normal use and wear. Patrons will be charged replacement cost of items returned damaged and deemed unsuitable for future circulation.

Patrons are charged replacement cost for items that are lost, damaged or unreturned. Overdue items are not returned within six months of the last date the item was due are considered lost and will be charged the replacement value of the items.

The library reserves the right to take legal action to recover materials, fines and fees owed to the library.

WAIVERS

Patrons may request a waiver of charges for exceptional situations. Patrons can fill out a "Request for Waiver of Library Charges" form. Patrons may be asked to provide additional documentation to support their reasons for claiming a waiver.

BLOCKS

The borrowing privileges of patrons are blocked when their accumulated fines and fees total \$5.00 or more. Patrons with a blocked account may not check out new material, renew materials or use public access computers until their account is unblocked.

Patrons accounts are unblocked when all checked out materials are returned, and the total outstanding charges on the account is under \$5.00

RETURNS

Library materials must be returned in the indoor or outdoor book drops. Materials returned in the outdoor book drop after hours will be checked in using the previous day's date after the library opens.

HOLDS

Patrons in good standing may request a hold be placed on items checkout. They will be notified when the item has been returned and is ready to check out. There is a limit on the number of items a patron can have on hold at one time.

INTERLIBRARY LOAN

If the library does not own the item a patron needs, they may place an Interlibrary Loan request at the reference desk. We will try to locate and obtain the item from another library system. Patrons must

have a valid Lowell Public Library card and account in good standing to place an interlibrary loan request. There is a limit on the number of active interlibrary loan requests at one time.

Interlibrary loan requests may take 2-3 weeks or more. Patrons will be notified by phone, text, or email when the request is filled.

The fees and loan period for interlibrary loan materials are set by the lending libraries.

CLAIMING MATERIALS

In some circumstances, patrons may claim that items checked out to them have already been returned or were never borrowed. We allow patrons to carry a limited number of such claims on their records, but we encourage them to keep searching for our materials.

REFUNDS

Patrons may request and receive refunds for items they have paid to replace but have found and returned to the library within ninety days of payment. Patrons are encouraged to keep and show receipts of payment. There are no refunds for Interlibrary Loan items.