

EASTERN SHORE PUBLIC LIBRARY (ESPL)

CIRCULATION POLICY

Library cards ensure the correct patron account is used when borrowing items. Library users must have a library account in good standing and present their card when checking out library materials. Borrowing library materials without presenting a library card can be approved by library staff if they are able to verify the patron's identity, which may include presenting photo identification.

Most circulating materials may be checked out for a period of 28 days. Videocassettes, DVD's, and New Books are checked out for 14 days. Items may be renewed twice; however, items on hold for another patron may not be renewed.

There is no limit on the number of books that may be checked out, unless you are an out-of-state cardholder (see ESPL Registration Policy). There is a limit of ten DVD's that may be checked out at a time.

Books which are not in the library's collection may be requested by interlibrary loan.

Reserving materials:

Holds may be placed on all circulating items. There is no charge to place a hold. Patrons who have a PIN may place holds themselves by using this feature of the library's catalog via the internet at home or within the library. A patron can set up a PIN at the circulation desk. When a book has arrived, patrons will be called or emailed if a valid email is on file. They will have five working days in which to pick it up.

Overdue notification and fines:

The library's book drops are unlocked at all times, and all library materials may be returned in the drop. Except for interlibrary loans, items may be returned to any branch of the library system. Items may be renewed at any branch as well. Patrons may also call the library to renew their items or may renew their items online by logging into their accounts.

If the patron has a valid email on file, the patron will receive overdue notifications three days prior, then at 7 and 21 days. Two notices will be sent to patrons who have not returned or renewed library materials by the date on which they are due. The first notice will be sent 30 days after the date due. The second is sent 60 days after the first notice. No one receiving a second notice will be allowed to continue borrowing library materials until these materials are returned or the replacement cost has been paid.

The fine for late return of materials is 20 cents per day per item, however, it is 10 cents per day for juvenile and YA materials, up to a maximum fine of four dollars per item. A grace period of one day will be allowed on all circulating items.

Patrons owing \$10.00 or more will be placed in block status until a payment is made bringing the balance under this amount. Block status cannot be overridden without the approval of the Library Director or her designee. If 10% of the amount due is paid at each transaction, patrons can have up to two items checked out at a time.

No fine will be reduced without the approval of the Library Director unless staff error contributed to the creation of the fine. Patrons can request receipts at check-out.

Lost or damaged materials:

Patrons who do not return library materials, claiming that they are lost, will be charged the full retail cost. If the retail cost cannot be determined, the following costs will be incurred:

Adult Hardback	\$30.00
Adult Softback	\$15.00
Children's Hardback	\$15.00
Children's Softback	\$10.00
Videocassette or DVD	\$15.00
Paperback (Mass Market)	\$ 7.00
Magazine	\$ 5.00

Patrons who return library materials in such damaged condition that they are irreparable and will have to be discarded will be charged full replacement cost. Once the replacement cost has been paid, the material then belongs to the patron.

If a patron claims that he/she has returned materials or never checked them out, the staff will search the shelves and other records in an attempt to find them. If the matter cannot be resolved, the staff will make a notation on the patron's record, either *claims returned* or *claims not checked out*. Patrons are allowed only one *claims returned* item on their accounts. The Library Director may grant additional *claims returned* items on a patron-by-patron basis.

Delinquent accounts:

Delinquent accounts may be turned over for collection to the state debt set-off program provided for in the Code of Virginia.

Updated and approved by the ESPL Board of Trustees on May 2, 2016.