

APPALACHIAN REGIONAL LIBRARY

Circulation Policies

Revised and Approved 9-17-2020

I. LIBRARY CARDS

A. ADULTS

1. Any adult who lives, owns property, works, or attends school in Ashe, Watauga, or Wilkes County and can show documentation of the same along with a photo ID is eligible for a free library card. Residents of counties (including TN and VA) contiguous to ARL qualify for free library cards under the same terms. A newly-issued library card is valid for three years. When a card has expired, verification of eligibility may be required in order to update the card.

2. **NON-RESIDENTS:** Adults who do not live, own property, work, or attend school in the above listed counties are eligible to purchase a non-resident card. Proof of address and a photo ID is required. A non-resident card is good for one year and costs \$10 annually.

B. JUVENILES

1. Any child under the age of 18 may have a card in his/her own name. A custodial parent, legal guardian, or adult family member must provide his/her photo ID and address documentation to register the minor for a library account for which that adult takes full legal and financial responsibility. The responsible adult must have a library account in good standing and must be accompanied by the child at the time of registration. The adult and juvenile accounts will be grouped and notices for items on the child's card go to the responsible adult's address. Juvenile cards are valid for 3 years. When a card has expired, verification of eligibility may be required in order to update the card.

2. **StudentAccess accounts:** In collaboration with the public school systems in Ashe, Watauga, and Wilkes Counties, all children enrolled in these school systems have an account with ARL under their Student ID number. Teachers are also part of the StudentAccess program. (Students and teachers are allowed to have two accounts – a regular library card account and a StudentAccess account.) These accounts are created each year and parents may opt their child/children out. These are the parameters of the StudentAccess program:

- StudentAccess account holders may place holds and borrow items from any library in the Appalachian Regional Library system.
- StudentAccess accounts cannot place holds outside of ARL.
- Checkout limit is a maximum of 10 items (print and/or audiobooks).
- DVDs are not available for check out using these accounts.
- No overdue fines will be charged for these accounts.
- The patron/parents of StudentAccess accounts are responsible for lost or damaged book fees.

C. NC CARDINAL CARDHOLDERS

NC Cardinal patrons with existing accounts in good standing have full borrowing privileges and may check out with the card from their home library. If such a patron wants an ARL card, the above-listed requirements apply.

D. PATRON RESPONSIBILITY

Library cards should be treated with care. Patrons are held financially responsible for material checked out on their library cards or on cards for accounts for which they are responsible. Patrons are also financially responsible for items checked out on their cards when loaned to other people. A lost card should be reported immediately.

E. CARD USE

A library card in good standing may be used to check library materials, to place holds on library materials, and to use library computers. In lieu of the physical card, a photo ID plus proof of address may be shown, or the library bar code stored in a smart phone accompanied by verbal verification of additional information.

F. REPLACEMENT CARDS

Proof of identity is required in order to issue a replacement card for adults 18 and older. Children under 18 must be accompanied by the responsible adult on the account to obtain a replacement card. Replacement cards cost \$1.00.

II. LIBRARY MATERIALS

A. LOAN PERIODS, LIMITS, FINES

See **Appendix A**

B. BLOCKED CARDS

An individual patron who owes \$6.00 or more on his/her account is prohibited from checking out additional materials. If a family 'group' of cards owes \$30.00 in total, checkout privileges are suspended for all. If such a group has one or more cards in good standing, a combined total of 10 children's or teen books (no adult books and no DVDs) may be checked out at a time on the cards in good standing.

C. LOST OR DAMAGED MATERIALS

1. If an item is lost or damaged, its replacement cost plus a \$3 processing fee must be paid by the card holder or responsible party. The item replacement cost is defined as the price of the item(s) as listed in the item or MARC record. With the permission of the County Librarian or a library manager, a lost item may be replaced with a NEW, IDENTICAL copy. The \$3 processing fee must still be paid in this case.

2. See **Appendix B** for replacement costs for items with no price in the item or MARC record.

III. COSTS OF LIBRARY SERVICES

A. COPIES/PRINTING (where available)

8-1/2" x 11": 10 cents per page for black/white; 50 cents per page for color

8-1/2" x 14": 10 cents per page for black/white; 50 cents per page for color

11" x 17": 20 cents per page

Double-sided copies are charged as 2 copies or prints

B. FAXING FEE

\$1.00 per page to send a fax. \$1.00 per page for faxes received.

C. CREDIT/DEBIT CARD SURCHARGE

A \$0.10 surcharge is added to each credit/debit card transaction.

D. NOTARY FEE (where applicable; please call ahead)

\$5.00 per principal signature

\$5.00 per person for oaths or affirmations without a signature

E. PROCTORING FEE

\$10.00 per each exam

F. Fee for reserving a hotspot (if available, Hotspot B) for specific dates

\$20.00 per week; must be pre-paid

G. Fee for borrowing a non-holdable hotspot for more than the 7-day checkout

\$3.00 per day for additional days; must be pre-paid

APPENDIX A: LOAN PERIODS, LIMITS, FINES

Type of Material	Loan Period	Overdue (daily rate per item)	Overdue (maximum per item)	Limit per card
Books and Magazines	21 days (3 renewals)	25 cents	\$5.00	100
Book Kits	21 days (3 renewals)	25 cents	\$5.00	5
STEM Kits	7 days (no renewals)	\$5.00	\$25.00	1 per adult card
Audiobooks	21 days (3 renewals)	25 cents	\$5.00	10
Music CDs	21 days (3 renewals)	25 cents	\$5.00	10
Movies	7 days (1 renewal)	\$1.00	\$5.00	7
Video games	7 days (no renewals)	\$1.00	\$5.00	5
E-Readers	21 days (no renewals)	\$5.00	\$25.00	1 per adult card
Chromebooks	21 days (no renewals)	\$5.00	\$25.00	1 per adult card
Hotspot A (non-holdable)	7 days	\$5.00	\$25.00	1 per household
Hotspot B (holdable)	7 – 14 days (\$20 per week pre-paid)	\$5.00	\$25.00	
Launchpad	7 days (no renewals)	\$5.00	\$25.00	1 per household
Tablets and laptops to use in library	Until close of library on day of checkout	\$25.00	Price of item	1 per card
Computer projector	1 day (no renewals)	\$25.00 fee per use (excluding nonprofits)	Price of item	1 per card
Non-traditional materials, 1-day checkout	Until close of library on day of checkout	\$5.00	Price of item	1 per card
Non-traditional materials, 7-day checkout	7 days	25 cents	Price of item	1 per card

APPENDIX B: Miscellaneous Materials Replacement Costs

BOOKS:

1. Hardback (Adult): \$30.00 per item
2. Hardback (Juvenile/Young Adult): \$20.00 per item
3. Paperback (mass-market): \$8.00 per item
4. Paperbound (trade): \$20.00 per item

AUDIOVISUAL:

1. Music CDs: \$15.00 per item
2. Audiobooks:
 - a. Individual CDs: \$10 per CD
 - b. If individual CDs are not available to be ordered: \$5 per disc plus \$15 for case, barcodes, processing
3. Movies: \$25.00 per item
4. RFID Tags:
 - a. Stingray: \$5.00
 - b. Square book tag: \$2.00
5. Story bags: \$14.00
6. Video games: \$40.00
7. A/V replacement cases:
 - c. Movies: \$2.00
 - d. Audiobook cases: \$12.00
 - e. All other cases: \$7.00
 - f. CD jewel cases: \$1.00