



# Circulation Policies

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## **Library Cards**

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### **Application Process**

A completed library card application form is required for a card to be issued. Applications must be filled out for the issue of a new card and when a patron's account has been purged from the Library's database and a new account must be created.

Applications should be filled out completely and, in the case of adults, compared to a photo ID.

### **Name or Address Change**

When a patron's name or address changes he or she must inform the Library of the new name or address. A new application form is not required.

### **Library Card Renewals**

Library cards must be renewed every three years in order to remain active. At the time of renewal, staff should verify personal information and update the patron record. If the patron's record indicates a disconnected or incorrect phone number, a current number must be provided. If a patron has had mail returned to the Library, a current address is required.

### **Responsibility**

The individual to whom a library card is issued is responsible for all material checked out on that card. The parent or legal guardian is responsible for all material checked out by a patron under the age of 18.

### **Lost or Stolen Cards**

It is the responsibility of the patron to notify the library if his or her library card is lost or stolen. The patron will be held responsible for any material checked out before the card is reported lost or stolen. Cards that are reported as lost or stolen will be removed from the library database and can no longer be used.

## **Borrower Types**

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### **Adult Borrowers – General (GP)**

Patrons who are 18 years old or older and who meet one of the following requirements will be issued a regular adult card:

- Henry County resident.
- Henry County property owner.
- Employee of a non-seasonal Henry County business.
- Resident of Carroll, Franklin, Oldham, Owen, Shelby, or Trimble County with a library account in good standing in their home county.

### **Adult Borrowers – Bookmobile (BP)**

This borrower type is nearly identical to the General Adult Borrower type with the exception that the borrower is primarily served by the Bookmobile. In addition, patrons of this type are also allowed to borrow items from the library.

### **Adult Limited Borrowers (LIM)**

Certain adult patrons that do not qualify as a standard Adult Borrower type are still eligible for limited use of library services based on special circumstances:

- *Seasonal Employees* – These are adults that live and work in Henry County on a temporary basis (such as workers for the Renaissance Faire). Patrons of this type must supply the library with a permanent address.
- *Other temporary memberships* – Issuance of cards for this borrower type can also be based on individual circumstances.

This account type is limited to the check out of five items. That limit may be adjusted at the discretion of the Library Director.

Interlibrary loan privileges are not extended to Adult Limited Borrowers.

## **Board Member Borrowers (B)**

All Board Members of the library are eligible for a Board Member card. Board Members are not charged overdue fines. Fees for lost and damaged items must be paid. Items borrowed on Board Member's cards are expected to be returned promptly.

Board Member card privileges will be suspended upon the end of his/her term and may also be revoked for abuse. Examples of abuse of library privileges include repeatedly not returning materials on time, not paying replacement bills, not returning library materials even after replacement bills have been issued, mutilation or damage of library materials. Only materials ready for circulation and properly checked out may be taken from the library.

Failure to abide by this policy may result in changing borrowing status to a general adult borrower or termination of borrowing privileges.

## **Juvenile Borrowers – General (JGP)**

The parent or legal guardian of patrons who are under the age of 18 must sign to be the responsible party for a juvenile to receive a card under this category (the parent or legal guardian must also have a library account). Juveniles may only check out DVDs from the Juvenile DVD collection.

When a Juvenile Borrower turns 18 and informs the library of this fact, his/her card can be changed to an Adult Borrower upon presenting a photo ID and updating the patron's account. All overdue fines will be waived from his/her record. Charges for lost material will remain until the material is returned or replacement charges are paid.

## **Juvenile Borrowers – Bookmobile (JBP)**

This borrower type is nearly identical to the General Juvenile Borrower type with the exception that the borrower is primarily served by the Bookmobile. In addition, patrons of this type are also allowed to borrow items from the library. Juveniles may only check out DVDs from the Juvenile DVD collection.

When a Juvenile Borrower - Bookmobile turns 18 and informs the library of this fact, his/her card can be changed to an Adult Borrower - Bookmobile and all overdue fines will be waived from his/her record. The borrower must present a photo ID to confirm this fact. Charges for lost material will remain until the material is returned or replacement charges are paid.

### **Juvenile Limited Borrowers (JLIM) and (BJL)**

Juveniles who wish to borrow books but do not have a parent or legal guardian willing to sign them up for a card, may be offered a Juvenile Limited account. Juvenile patrons may be changed to Juvenile Limited status when fine amounts in the juvenile's family suspend his/her borrowing privileges.

Juvenile Limited Borrowers are allowed to check out five items at a time. Juvenile Limited Borrowers will not be sent to collections for lost items.

When a Juvenile Limited Borrower turns 18 and informs the library of this fact, his/her card can be changed to an Adult Borrower and, once his/her address is verified, all overdue fines will be waived from his/her record. Charges for lost material will remain until the material is returned or replacement charges are paid.

### **Staff Member Borrowers (S)**

All Staff Members of the library are eligible for a Staff Member card. Staff Members are not charged overdue fines. Fees for lost and damaged items must be paid. Items borrowed on staff cards are expected to be returned promptly.

Staff Member privileges will be suspended upon separation from service and may also be revoked for abuse. Examples of abuse of library privileges include repeatedly not returning materials on time, not paying replacement bills, not returning library materials even after replacement bills have been issued, mutilation or damage of library materials. Only materials ready for circulation and properly checked out may be taken from the library.

Failure to abide by this policy may result in changing borrowing status to a general adult borrower, termination of borrowing privileges, disciplinary action for a staff member, or a combination of the above.



## Patron Records

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**Patron records, including patron information and circulation records, are considered confidential information.** Access to the data in a patron record should not be shared with anyone unless that person has the proper right to access the information. For example: if asked about an item that is currently checked out, staff members should not mention the name of the patron that has the item nor the names of any patrons that may be on hold for it.

### Access to the Patron Record

The preferred method to access the patron record is by using the library card number. A patron record can be accessed by name should the library card be unavailable. When accessing a patron record by name, the patron's identity must be confirmed by using one of the following (in preferred order):

- Photo ID
- Any two of the following: birthday, address or phone number

### Purging Patron Records

Patron records will be periodically purged from the database in order to maintain the integrity of the Library's patron database. As a general guideline, the Library will purge records of patrons that have been inactive for three or more years. The Library may decide to keep records for patrons that have outstanding fees for lost items.

Patrons whose records have been purged must meet eligibility requirements and complete a new library card application. There is no charge to replace a patron's card when his or her previous record has been purged from the database.

## **Suspension of Borrowing Privileges**

*Approved 2011-07-14*

*Revised 5/24/2018*

*Reviewed XXXX-XX-XX*

Patron borrowing privileges will be suspended for any of the following reasons:

- Material more than 42 days overdue.
- Unpaid charges totaling more than \$15.00.
- Incorrect address and/or phone number.

Borrowing privileges may also be revoked at the discretion of the Library. Such revocations may be temporary or permanent as the situation warrants. Only the Library Director or a designee may revoke a patron's borrowing privileges for any reason other than those stated above.

### **Juvenile Dependents of Suspended Adults**

When an adult patron's card is blocked with lost items, fees, or fines in excess of \$20, all juvenile cards that are associated with that adult patron will be changed to Juvenile Limited cards, allowing the check out of five items only.

### **Adults with Suspended Juveniles**

When a juvenile's card is blocked with lost items, fees, or fines in excess of \$20, all adult patrons that are associated with that juvenile will be blocked. The cards of other juvenile dependents associated with the affected adults will be changed to Juvenile Limited, allowing the check out of five items only.

## Check Out

*Approved 2011-07-14*

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*Reviewed XXXX-XX-XX*

The Library checks out material to any patron who presents a valid Henry County Public Library card for his or her own account. The patron may present acceptable identification if he or she does not have his or her card.

## Standard Loan Periods

The following loan periods will apply to materials circulation by the Library:

New Books	14 Days
Books	21 Days
Audiobooks, All Playaways	21 Days
New Blu-Rays/DVDs	5 Days
Blu-Rays/DVDs	10 Days

## Special Loan Periods

Extended loans are permitted for special circumstances, such as vacations, illness, or teacher classroom use. High demand materials are not available for extended loans. Uncataloged materials, such as certain paperback fiction, are not assigned any due date.

## Limits

A general limit of 30 total items per library card may be checked out at any given time.

Uncataloged materials do not count toward the maximum limit. Certain types of items may be limited due to demand or availability:

- DVDs are limited to 5 per cardholder.
- Three interlibrary loan requests per person will be processed at one time.

See the section on **Borrower Types** for other limits that may apply to certain types of cardholders.

## **Renewals**

Most material is renewable for two additional loan periods if there are no reserves or other restrictions. Materials that are over 42 days overdue are not eligible for renewal. DVDs are also not eligible for renewal.

## **Returns**

Materials that are checked out from the Henry County Public Library and/or Bookmobile may be returned to the Library, the Bookmobile, or any Henry County Public Library book drop. All returned materials will be removed promptly from the patron's record.

## **Book Drops**

Book drops are open to receive returns 24 hours per day and are emptied daily. Materials returned to a book drop are considered returned on the date that the book drop was last emptied.

## **Missing Parts**

Library materials that are returned with missing parts (e.g. Audiobook with missing CD, case without DVD inside) that would prohibit the use of that item by another patron will not be checked in. These items will remain on the patron's account until all parts of the item have been returned.

## Overdues

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Library material is considered overdue the day following the due date assigned by the library circulation system.

## Reminders

Patrons are notified by staff of any overdue item any time that the patron record is accessed. Patrons may continue to borrow materials until an item is overdue for 42 or more days. After an item is more than 42 days overdue the library will suspend all borrowing privileges. Return of the item or payment for replacement of the item is required to clear the account.

Patrons are notified by staff of any amount of money owed whenever the account is accessed. Patrons may continue to borrow materials unless fines are more than \$15.00 or there are other outstanding charges that prohibit the use of the account. If charges exceed \$15.00, payment is required to bring the balance to \$15.00 or less.

Payment schedules may be arranged at the discretion of the Library Director or a designee. In such cases, borrowing privileges may be restored.

## Notifying Patrons of Overdues

Library staff will notify patrons of overdue materials using telephone, postal mail, or email. All patrons receive a mailed bill for materials that are 42 days overdue. The following schedule will be used for notifying patrons of overdue materials:

Number of days overdue	Type of notification
14	1 <sup>st</sup> Notice
28	2 <sup>nd</sup> Notice
42	3 <sup>rd</sup> Notice and final billing
60	Referral to Debt Collection Agency

## Closed Dates

The library circulation system recognizes dates when the Library is closed and will not charge fines on those days. Closed dates are manually entered into the system each year, matching the holidays observed in the Personnel Policies and other dates when the library will not be open for regular hours.

When the Library is closed incidentally, the staff will manually adjust for the unexpected closure and waive fines as necessary.

## Fines

Fines will accrue as follows:

Type of material	Fine amount
Books	None
Early Literacy Kits, Book Club Kits	\$.05 per item per day
Playaway Launchpads, DVDs	\$1.00 per item per day

## Waiving Fines

All circulation staff may waive fines \$10.00 and under using their own discretion and exercising reasonable judgment. Fines greater than \$10 are waived at the discretion of the Library Director or a designee.

## Lost Materials

After an item has been overdue for 42 days the library automatically marks the item as lost. The patron will be charged the list price plus the maximum fine for overdue materials that have been withdrawn. Full payment is required to restore borrowing privileges.

Lost items are purged by library staff monthly. After being marked as lost for 90 days, lost items are deleted from the catalog completely. Patrons will not be credited or refunded for items that are found after the item has been purged from the catalog.

## Special Circumstances

### Illness

Patrons who are unable to return materials due to illness or other emergencies may have fines waived or due dates extended at the discretion of the Library Director or a designee.

## **Acts of God**

Patrons who are unable to return materials due to Acts of God (events that directly and exclusively result from the occurrence of natural causes that could not have been prevented by the exercise of foresight or caution) may have fines waived or due dates extended at the discretion of the Library Director or a designee.

## **Stolen Materials**

Fines or charges will be waived by the Library Director or a designee.

## **Bankruptcies**

When a patron has been approved for filing bankruptcy, the Library will be notified through official documentation provided by the courts. The Library will waive all fines, fees, and charges on the card. The fines and fees for dependents of the patron may also be waived upon the patron's request. Materials that are still out must be returned by the patron before borrowing privileges will be restored. The form denoting the filing will be kept by the Library Director and documentation should be added to the patron's record to indicate that fines, fees, and charges have been waived.

## **Debt Collection Agency**

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*Revised 5/24/2018*

*Reviewed XXXX-XX-XX*

The Library employs a credit reporting agency for the collection of unpaid fines of more than \$50.00. Library staff works in coordination with the credit reporting agency to generate the report of patrons who have fines or fees greater than \$50 who have not resolved their accounts in the past 60 days.

The report is sent to the debt collection agency every day. Patrons who are reported to the debt collection agency will be charged a \$10 fee in addition to any other charges on their account. This fee is used to recoup the Library's costs for the agency's services.

The report to the debt collection agency will include the patron's contact information and the amount of fines that are charged to that account. Records of borrowed materials are not provided to the agency.

## Patron Claims

*Approved 2011-07-14*

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*Reviewed XXXX-XX-XX*

### Claims Returned

The status of an item on a patron's record may be changed to "claims returned" when the patron believes that the item has been returned to the library.

As a first step, the item will be renewed once and the patron will be asked to search for the item. The library staff will concurrently conduct a search for the item within the library and bookmobile.

After one renewal, the item's status will be changed to "claims returned." The patron will be contacted to explain the claims returned process:

- Library staff will search for the item inside the library and on the bookmobile for 30 days.
- If the item is not found by the Library or the patron within 30 days, the patron will be charged for the replacement cost of the item and any associated overdue fees.
- If the item is found by the Library, the patron will not be charged any fines or fees.

Exceptions may be made at the discretion of the Library Director or a designee.

### Claims Never Had

The status of an item may be changed to "claims never had" if the patron claims that he or she never borrowed the item from the Library.

As a first step, the item will be renewed once and the patron will be asked to search for the item. The library staff will concurrently conduct a search for the item within the library and bookmobile.

If not found within 30 days, the item will be removed from the patron's account by the library's circulation system and marked as "claims never had" until the item is found or returned. Suspected abuse of "claims never had" will result in the suspension of borrowing privileges.



## Lost or Damaged Material Charges

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### Lost Materials

The patron is responsible for all materials borrowed on his or her card and for all materials borrowed on an account for which he or she is a responsible party. The charge for lost materials is the list price as recorded in the item record. If an amount is not recorded in the item record then the purchase price from a major retailer will be used along with a nominal processing charge. In addition to the replacement cost, the borrower is responsible for overdue charges that accumulate until the day the material is reported lost. When a patron has an item on his or her account that has gone to “lost” status, full payment is required to restore borrowing privileges.

Refunds for materials may be made until the item record is deleted from the Library’s catalog.

### Damage Assessments

Patrons are not charged for the normal wear and tear of materials. If an item has been damaged due to neglect or misuse, the following charges may be assessed:

Type of Damage	Repair Cost
Minor – damaged dust jacket, torn page, etc	\$3
Major but repairable – Damaged cover, torn binding, etc.	\$5
Major and now unusable – Stained pages, water damage, pet damage, etc.	Full price

Note – If a patron pays for an item in full, the item becomes the property of the patron.

## Replacement Packaging

The charges for replacement of cases, packages, and bags are set to cover the average cost of such packaging. The following charges apply:

Item Type	Repair Cost
DVD case	\$5
Audiobook case	\$3
Book Club Kit bag	\$6
Book Club Kit notebook	\$3
Playaway case	\$5
WiFi Hotspot Case	\$5

Some packaging is unique to the item or a special order for the library. In such circumstances, circulation staff should contact the Library Director or designee to determine a replacement cost.

## Circulating Damaged Materials

If a patron presents a damaged item for check out the staff should first attempt to find a different copy for check out. If a different copy cannot be found, a “check in/check out note” should be placed on the item in the catalog with the staff member’s initials and date. After checking out the item to the patron it should immediately be placed on hold for book repair so that the item may be immediately evaluated once it is returned to the library.

## Replacement Items

The library will occasionally allow patrons to replace lost or damaged items in lieu of payment. Patrons should speak with the Library Director or designee to arrange replacement. Not all materials are eligible for replacement. A processing fee may apply. Decisions about replacement items will be made at the discretion of the Library Director or a designee.

## **Holdings or Requests**

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A hold or request may be placed on most materials owned by the Library. Requests may be placed in person, by phone, or by computer. All fulfilled requests are generally held at the circulation desk for five days. Patrons will be notified when a requested item is available by phone call unless other arrangements are made.

Requests for items to be added to the Library's collection are to be forwarded to the Library Director or a designee.

## **Limits**

There is a limit of 10 active requests for items per patron account at any given time. This limit may be increased under certain circumstances by the Library Director or a designee. This limit applies to staff and Board Members as well.

## **Order of Processing**

Requests are processed in the order that they are placed. Should a patron fail to pick up a requested item after five days the item will go to the next patron in the queue or, if there are no other requests for the item, be placed back into regular circulation.

## Absentee Checkout Policy

*Revised 1/16/16 : Reviewed 05 July 2018*

Patrons are only allowed to check out items using their own account unless proper absentee checkout permission has been established with the library staff. Patrons are limited to two absentees per account.

Patrons under the age of 18 may not check out DVDs using the account of a parent or guardian, nor may a parent or guardian use a juvenile's account to check out DVDs.

In the event that a patron has been asked to check out an item for another account holder, on that other person's account, the library will require:

Expressed written permission from the account holder in question which includes a valid telephone number for confirmation (Absentee Check Out Form);

In the event that a patron has been asked to check out an item on hold for another account holder, on his or her own account, the library will require:

Expressed oral permission with sufficient proof of identity.

Confirmation will require review by the library staff.

Patrons are not allowed to use another person's account to avoid the paying of fines or any other account blockages.

## Interlibrary Loan (ILL) Services

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Interlibrary loan (ILL) is a free service offered to Henry County Public Library patrons. It is used as a means of providing material not available in the Library's collection where purchase of such material is not possible or is not deemed appropriate. The Library will comply with all requirements made by the lending institution, including check-out periods, renewals, and in-house use of materials. The Library will loan material, free of charge, to other libraries upon request when the loan will not interfere with public service.

### Loan Periods

The circulation period of ILL material is determined by the lending library. The patron will receive the maximum allowable loan period. Renewals of ILL materials are restricted by the lending library and are not determined locally. Requests for renewal will be honored in cooperation with the lending library if possible.

### Limits

The following limitations are placed on requests for interlibrary loans:

- The Library will search for three book titles or five periodical articles, per patron, at any given time.
- The Library will request photocopies of articles. Such requests should be accompanied by the source, title, volume number, issue number, and date of publication. Patrons are responsible for any photocopying charges that are applied by the Lending Library.
- Requests for genealogical materials should be accompanied by a specific title for the material requested.
- Requests will not be made for bestseller materials or for materials that are less than twelve months from the publication date. These materials will instead be recommended to the Library for purchase.
- Some items from other libraries come with the stipulation that the item only be used "in-house" and may not be taken home by the patron.
- Other materials may also be restricted by the Lending Library. In such cases, the patron will be notified by the ILL Coordinator.

## **Check Out and Overdue Material**

Patrons are responsible for any charges for lost or late material that might be imposed by the lending library.

## **Damaged or Lost Materials**

Patrons are responsible for loss, damage, and any associated costs or fees while ILL materials are in their possession.

## **Suspension of Interlibrary Loan Privileges**

The Library reserves the right to suspend a patron's ILL privileges for any reason. Privileges will also be suspended under the following conditions:

- Patrons with overdue ILL materials.
- Patrons who habitually return ILL materials late.
- Patrons who habitually do not pick up ILL materials.
- Patrons whose outstanding fines are greater than \$15.00.

## **Loans to Other Institutions**

The following guidelines apply to loans to other institutions and libraries:

- Circulating materials and selected reference materials are available to other institutions and libraries.
- Reference materials will be loaned only if regular service will not be disrupted. Such determinations are made by the Library Director or a designee.
- Items loaned to other institutions and libraries will be checked out to the Interlibrary Loan Department.
- There are no charges or fees for lending materials.
- There are no charges for postage.

The Library will contact the borrowing library when materials become overdue. Other institutions and libraries may be prohibited from borrowing where a poor borrowing history becomes evident.

## Search Lists

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The Library will generate reports based on the status of certain items. The purpose of these reports is to resolve issues on patron accounts and to maintain the integrity of our records and collection.

### Claims Never Had

A search for all items that have held a status of “claims never had” will be conducted once each month. After 60 days, the status will be changed to “missing” and a decision will be made on purchasing a replacement.

### Claims Returned

Please see the “Claims Returned” section under the *Patron Claims* policy for more details. A search for items with this status will be conducted once a month.

### In Transit

A search for items that have held a status of “in transit” for longer than 3 days will be conducted every week. If the item is not found, its status will be changed to “missing.”

### Lost

A search for items that are marked as “lost” will occur once per month.

### Missing

The status of an item is changed to “missing” when its current status is “checked in” and the item cannot be found. Items marked as “missing” will be searched within the collection once a week. After an item has been marked as “missing” for 90 days, a decision will be made on whether to reorder the item or not.

## **Deposit Collections**

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### **Deposit Collections for Organizations**

The Bookmobile Librarian collects and delivers deposit collections to eligible organizations. Circulation of materials is to be monitored by the receiving organization. Organizations that are eligible for deposit collections include:

- Assisted living facilities.
- Nursing homes.
- Retirement complexes.
- Other institutions that are approved at the discretion of the Bookmobile Librarian.

### **Deposit Collections for Businesses**

The Bookmobile Librarian delivers small collections of honor books to local businesses with permission of the owner. The collections are rotated and replenished on a regular basis.



## **Confidentiality of Library Records**

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*Reviewed XXXX-XX-XX*

All transactions between the Library and its patrons are considered confidential. The Library is obligated to protect the privacy of its patrons. Types of information protected include, but are not limited to:

### **Patron Registration Files**

Information included in printed and automated patron registration files is confidential. It is not for distribution nor should it be discussed with other patrons. It should be discussed with other Library staff only as it relates to the Library's business.

### **Circulation Records**

Information regarding materials used by a patron is confidential. It is not available for distribution and it should never be discussed with other patrons. Circulation records should only be discussed with other Library staff as it relates to Library business. The parent or legal guardian of a child under 17 may receive information concerning a juvenile's account with appropriate identification.

### **Verbal Transactions**

Reference transactions, material discussions, and other verbal exchanges between staff and patrons are confidential and are not to be related or discussed except as related to the Library's business.

Registration and circulation records shall not be available to any agency of local, state, or federal government except pursuant to process, order, or subpoena as may be authorized under the authority of, and pursuant to, local, state, and federal law relating to civil, criminal, or administrative discovery procedure or legislative investigative power. Such requests to release patron information will be forwarded to the Library Director immediately. Written documentation of all requests to release patron information is required.

### **Warrants**

Warrants are immediately executable and staff should comply with the law enforcement personnel in their execution. The Library Director will be notified whenever a warrant is used to gain access to patron information. A copy of the warrant will be retained by staff and also delivered to the Library Director.