LIBRARY CENTER OF THE OZARKS

Circulation Policy & Procedures

Adult Cards

- Library Cards are free to:
  - Residents of the Branson or Hollister (B/H) school districts,
  - Persons who pay property taxes in the B/H school districts,
  - Students enrolled in colleges in the B/H school districts.
- Cards are issued immediately to patrons with valid identification. Valid identification includes a photo ID and separate proof of residency or tax payment within either district.
  Examples of valid identification include:
  - Current photo ID
    - Driver's license
    - State issued identification cards
    - Student identification card (with photo)
    - Military identification card
    - Passport
    - Employee identification card (with photo)
  - Proof of residency or proof of current tax payment
    (may be verified by Taney County Collector's website)
    - Utility bill (with name and current address)
    - Current bank statement
    - Property deed, rental, or lease agreement
    - Paid Tax Receipt (previous year)
    - No PO boxes allowed

- Adult library cards are issued to applicants 18 years or older and who are legally responsible for themselves. Exceptions to this are legally emancipated minors (under 18) or married minors (under 18) with valid documentation.
- Library cards are renewed annually, and patrons must show proof of residence or proof of tax payment. If a patron renews their card over the phone, they have thirty (30) days to visit the library with proof of residency or proof of tax payment.

- The main cardholder is responsible for any item(s) checked out on his/her card and any associated accounts (including another adult and all juveniles) including lost, damaged, and/or stolen item(s).
- Patrons must present a photo ID to replace a lost or stolen card.
- First time borrowers are limited to two items the initial time they check out and each time they check out their first seven (7) days. After seven days, they receive full borrowing privileges.

Out of District Cards

- Library cards are available to residents outside the Branson or Hollister school districts for an annual fee of $75.00 per household.
- Cards are valid for one year from the date of payment.
- The customer's address must be verified at the time the account is created and the annual fee paid in full.
- Nonresident accounts have full access to all materials and services.
- No fees are refunded if the account is not needed or used the entire year.
- People on work visas will be treated as nonresidents. They may apply for an Out of District or Short-Term Resident card.

Juvenile Cards

- Juveniles Cards are issued to children under the age of 18 with a parent or guardian's permission.
- The juvenile must reside in the same household as the parent or guardian.
- The parent or guardian must have a library card and be in good standing (no fines or fees on any account) before a card can be issued to a minor.
- A child's application must be signed by the parent or guardian.
- The adult is responsible for the lost or damaged materials borrowed by their children.
- Until the child turns 18 and is removed from the adult's account, if any money is owed on the child's card or any material is long overdue, all accounts (including additional adults) linked will be blocked until material is returned or paid for.
- By registering this child for a card, the parent or guardian agrees to the following until the child turns 18:
    - abide by all Library rules
    - return materials on time
    - pay all charges associated with the card
    - agree that it is their responsibility to monitor and decide what is appropriate for the child to read, view, and check out.

- agree that the Library may assume that the parent or guardian gave the child permission to check out the material.

Organization Cards – Issued to Barnabas Prep only. They were grandfathered in under the old policy.

Caretaker Cards

- A Caretaker Card may be issued to any adult patron who wants to borrow material for a family member or friend who is homebound or disabled in a manner that prohibits them from coming to the library.
- The caretaker must have an adult card of their own and be in good standing (no fines or fees).
- Notes granting permission will be added to the caretaker and homebound patron's accounts.
- The homebound patron must complete the library card application and Caretaker Form granting permission and provide proof of residency. The caretaker may bring in the forms for the homebound patron.
- The caretaker can check out, place, and pick up holds using the homebound patron's card.
- The person whose card was used to check out the material is responsible for lost or damaged material.

Short Term Residents

- Library cards are available to individuals residing in the Branson or Hollister school districts for a short period of time (1-3 months) for a fee of $25.00.
- The card is good for three (3) months and may be renewed three times.
- STR may check out five items at a time.

Renewing Accounts

- All patrons must show current proof of residency or proof of personal property tax payment to renew their library account.
- Out of District cards need to be renewed every year with a payment of $75.00.

Materials, Loan Limits, and Lending Period

Item Type	Checkout Limit	Lending Period
Books, audiobooks, DVDs	Total of 25 items, combined	21 days
Special Items (Kits, etc.)	2	21 days

- Patrons with valid library cards may check out any item in the library for twenty-one (21) days.
- All patrons must have a library card or photo ID to borrow material.
- The patron may be blocked from borrowing material if they have fines or fees on their account.
- Special Items must be checked out on an Adult Card.

Holds / Request for Material

- Patrons may place a hold on any item online, by phone, or in person.
- The library will notify the patron by email or text when the item is ready to be picked up.
- Material on hold will be held for seven (7) days.
- The maximum number of holds per borrower is eight (8).

Renewing Material

- Items may be renewed in person, by phone, or online.
- Books, audiobooks, and DVDs may be renewed twice.
- Items on hold for another cardholder may not be renewed.

Overdue items

- As a courtesy, patrons will receive a notice before material is due.
- The Library does not charge overdue fines.
- Patrons will receive a notice when any item is overdue.
- First notice will be given when items are one (1) day overdue.
- Second notice will be given when items are ten (10) days overdue.
- The item is marked "*Long Overdue"* 30 days after the last due date.
- The patron's account and all connected accounts will be blocked and borrowing privileges will be suspended until the item is returned or fees have been paid.
- Items returned after six months will be subject to fees as determined by the supervisor. The item may not be accepted if the item has already been replaced

and a second copy is not needed. The patron is then responsible for any fees associated with the "*Long Overdue"* item.
- Partial payments will be accepted with the approval of the supervisor.
- The Library does not provide refunds for *Long Overdue* material that has been paid for.

Lost and Damaged Materials

- Patrons will be charged the Library's cost of the item plus a $5.00 processing fee for lost items.
- Fines will be assessed for damaged items, based on the amount of damage. If the item is too damaged to circulate, patrons will be charged the library's cost of the item and a $5.00 processing fee
- Borrowing privileges will be suspended when items are Lost or Damaged resulting in unpaid charges on the account.
- All items must be paid for. The Library will not accept replacement items.
- The Library does not provide refunds for any paid items.
- The Library is not responsible for personal equipment damaged by library items.

Media / Non-media Items with Parts Missing

- Before media items (DVDs, audiobooks, etc.) are checked in, staff will verify that all parts are present, in good condition, and in the correct box.
- If an item has parts missing, the staff will immediately attempt to notify the patron by phone or via email. If the attempt is unsuccessful, staff will add a note on the patron's record.
- The item in question will remain checked out until the patron returns the missing part or pays for the item (individual part or the entire item).
- Fees for incomplete returns will be based on the replacement costs.

Claims Returned Items

- An item is marked *Claims Returned* if a patron states that he/she returned an item, but it is still listed on their account as checked out.
- Each patron is allowed three current *claims returned* without charge. A supervisor must handle any claims that number 4 or more items.

Printing, faxing, scanning, and photocopying

- A small fee is charged for printing from a public computer, making copies, and

sending faxes.

- There is no charge for scanning an item.
- Patrons are responsible for paying for any item they print or copy.
- Fees for copies, prints, and faxes must be paid for at the time of service.
- No refunds are given.
    - If a fax does not go through, the staff will resend the fax, at no charge.

Computers, Wi-Fi, and the Internet

- Computers are available free of charge for cardholders.
- Guests may use the computers for a small hourly fee.
- Computer use is limited to one hour. Extensions may be requested and allowed if no one is waiting to use a computer.
- Parents or guardians are responsible for their children's use of computers and the Internet. Children may not be left alone while using computers; an adult must be in close proximity.

FEE SCHEDULE	
Description	**Amount**
LOST & LONG OVERDUE	
Processing fee	$5.00
Damaged items (that are returned)	cost of item (patron keeps damaged material)
Lost	cost of item + processing fee
Long Overdue	cost of item + processing fee
DAMAGE & REPLACEMENT	
Library card replacement	$1.00
Spine Label	$1.00
Torn book jacket or Mylar	$1.00
DISCS - broken or missing	cost of disc + processing fee
Book jacket replacement	$5.00
Cover art replacement	$5.00
DVD, audiobook (case only)	$5.00
DVD, audiobook (case + cover art + label)	$10.00
COPIES – PRINTS – FAXES	

Copies or prints: black & white	$0.15
Copies or prints: color	$0.50
Faxes, per page	$0.50

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