

A. Library Cards & eCards

Residents, property owners, or business owners of the region: Muscogee, Chattahoochee, Marion, and Stewart Counties, are eligible for a library card. To receive a library card, customers must show a valid photo ID and verification of residency, property ownership, or business license within our service area. Cards are valid for two years and must be renewed.

To **renew a Regular card**, customers must present their ID & proof of address/verification in person at any CVL location.

Eligible non-residents can obtain a **Learn Non-Resident** card

Those eligible for this free and full access card are:

- MCSD Employees and Students
- Employees and Students of any Educational Institution in CVL's region
- Employees of the Columbus Museum

These cards are valid for one year and must be renewed in person.

At the time of registration:

- Students must present a current student ID or proof of enrollment
- Educational Employees must present a current employee ID or pay stub.

To **renew a Learn Non-Resident card**, customers must present their ID & proof of address/verification in person at any CVL Location.

Non Resident cards are available for customers who live outside our service area, for a \$50 fee per household. (effective 7/1/2026)

Non-Resident cards are valid for one year and must be renewed.

To **renew a Non-Resident card**, customers can visit or call any CVL location to update their information and have the renewal fee applied to their account.

All Cardholders are responsible for all items borrowed with the card, even if the card is used by someone else. Customers may not use cards belonging to others, unless authorized by the owner of the account.

All Cardholders agree to:

- Accept responsibility for any use of this card
- Follow library policies and procedures
- Pay all replacement costs for lost or damaged items, and associated fees
- Report a lost or stolen card
- Report change of address and phone number

Children under 18 must have a Guarantor who is at least 18 years old when registering for a library card. Guarantors include parents, guardians, or another adult willing to be responsible for the minor's card as listed above. Guarantors must show a valid ID and verification of residency / property ownership when registering. Guarantors must also select the level of access to materials for a minor's library card – Full Access (Youth 1) or

Children's & Teen Materials Only (Youth 2).

Before registering or renewing additional cards for minors, Guarantors with existing library cards must have accounts in good standing, with no overdue, lost, or damaged items on the account. CVL reserves the right to block registration renewals on all associated cards when accounts have overdue, lost, or damaged items.

Replacement cards are issued free of charge at any CVL location.

eCards are available by registering online. Residents must be at least 18 years old and reside in the CVL service area to receive an eCard. CVL uses address verification software to verify customers reside in our service area. An eCard can be upgraded to a regular library card at any of our branches by showing a valid photo ID and verification of residency / property ownership within our service area. eCards are valid for two years. Inactive eCards are deleted after two years.

An eCard only provides access to online resources and downloadable media. It cannot be used for: checking out or placing holds on physical items, or using a library computer. Customers who already have a regular library card have full access to all of our resources and do not need an eCard. Non-residents are not eligible for an eCard.

Amended and approved by the Chattahoochee Valley Regional Board February 1, 2018

Amended and approved by the Chattahoochee Valley Regional Board July 18, 2019

Amended and approved by the Chattahoochee Valley Regional Board January 30, 2020

B. Loan Periods & Item Checkout Limits

Books circulate for 14 days. DVDs/Blu-Rays (movies) at all locations circulate for 7 days. Experience Passes and Kits circulate for 7 days.

The maximum number of items checked out on any library card is limited to forty (40) of any type, with the exception of a maximum of eight (8) DVDs/Blu-Rays.

Amended and approved by the Chattahoochee Valley Libraries Board on April 16, 2009

Reviewed by the Chattahoochee Valley Libraries Board on: May 13, 2014

Amended and reviewed by the Chattahoochee Valley Libraries Board on: October 29, 2015

C. Renewal of Materials

The library allows four renewals on all books (print and recorded), and DVDs (videos), Kits and Experience Passes have one renewal. Items on Hold for another customer cannot be renewed. Some items are eligible for auto-renewal. Renewals will be reflected on the customer's account.

Reviewed and amended by the Chattahoochee Valley Libraries Board on: April 16, 2009

Reviewed by the Chattahoochee Valley Libraries Board on: May 13, 2014

Reviewed and amended by the Chattahoochee Valley Libraries Board on: October 29, 2015

Reviewed and amended by the Chattahoochee Valley Libraries Board on: October 25, 2018

D. Holds

Most card types have a limit of 40 pending holds at one time. Items placed on Hold, but checked out to another customer, cannot be renewed. Holds cannot be placed on Experience Passes.

An eCard only provides access to online resources and downloadable media. It cannot be used for: checking out or placing holds on physical items, or using a library computer. Customers who already have a regular library card have full access to all of our resources and do not need an eCard. Non-residents are not eligible for an eCard.

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G. Holds

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Reviewed by the Chattahoochee Valley Libraries Board on: October 29, 2015

H. Customer Account Blocks

The Library maintains blocks on the accounts of customers with overdue or unpaid lost materials. These blocks are used to prevent further checkout of library materials when previously borrowed materials are overdue, damaged, or lost. This policy applies to all staff of the Chattahoochee Valley Libraries as well as to members of the public.

Reviewed and reaffirmed by the Chattahoochee Valley Libraries Board April 15, 2010

Last Date Reviewed: April 21, 2011

Amended and approved by the Chattahoochee Valley Regional Board February 1, 2018

Amended and approved by the Chattahoochee Valley Regional Board July 18, 2019

I. Claimed Returned & Claimed Never Had

When customers believe that they have returned an item that is still listed as “Checked-Out” on their account, the library will mark the item “Claimed Returned” or “Claimed Never Had.” Customers may have only three items marked “Claimed Returned” and/or “Claimed Never Had” on their account at any given time. More than three active Claims of any type may block the customer account from further activity.

Amended and approved by the Chattahoochee Valley Libraries Board: October 16, 2014

Approved by the Muscogee County Library Board: October 23, 2014

J. Damaged& Lost Materials

Customers are required to pay for lost or damaged materials checked out on their library card.

If the damaged item is such that it can no longer be circulated, the customer is charged the full price of the item. The Library does not accept replacement items. This policy applies to all staff of the Chattahoochee Valley Libraries as well as to members of the public.

Reviewed and amended by the Chattahoochee Valley Libraries Board on July 15, 2010

Last Date Reviewed: August 21, 2014

Amended and approved by the Chattahoochee Valley Regional Board July 18, 2019

K. Fines/Fees

Chattahoochee Valley Libraries does not charge overdue fines for items returned late.

All cardholders are responsible for never returned and damaged items, as determined by the Library’s replacement costs.

Chattahoochee Valley Libraries employs a collection agency, Unique Management, to handle all collection of unpaid lost materials, and damaged materials, six weeks after charges are applied to the customer’s account. There will be a \$15.00 non-refundable fee added to any account sent to collections.

Customer Fines/Fees Write-Off

The Library will write off any customer debts not collected in a rolling seven-year cycle, as they will be considered uncollectable, despite established collection efforts. Debt written-off is defined as any monies owed to CVL for seven years or more for any reason. IF debt is less than seven years old, exceptions can be made for individuals who were minors at the time their debt accrued.

Amended and approved by the Chattahoochee Valley Libraries Board: October 16, 2014

Muscogee County Library Board approved: October 23, 2014

Amended and approved by the Chattahoochee Valley Libraries Board on: October 23, 2015

Amended and approved by the Chattahoochee Valley Regional Board February 1, 2018

Amended and approved by the Chattahoochee Valley Regional Board October 25, 2018

Amended and approved by the Chattahoochee Valley Regional Board July 18, 2019

Amended and approved by the Chattahoochee Valley Regional Board January 30, 2020

L. NFA (No Fixed Address Cards)

All Chattahoochee Valley Libraries locations offer library cards for individuals age 18 and over without a fixed address. Those eligible to apply for a NFA (No Fixed Address) card can do so at any CVL location with photo ID and a current letter from an organization that provides temporary housing within our service area. NFA cards are valid for one year and must be renewed in person.

NFA cards are limited to 20 (twenty) physical items from the library, including four (4) DVDs. All other CVL Circulation Policies apply to NFA cards.

Amended and approved by the Chattahoochee Valley Regional Board February 1, 2018

M. Refunds

Refunds are granted to customers up to six (6) months after they have paid for a lost item and the item is found and returned in good condition. Customers who originally paid with cash or check must present their Muscogee County School District receipt in order to get a refund.

Reviewed and approved by the Chattahoochee Valley Libraries Board on July 16, 2009 Last Date Reviewed: August 21, 2014

N. Theft Detection

All Chattahoochee Valley Libraries locations employ a theft detection system to prevent unauthorized removal of library materials.

Materials not checked out trigger an audible alarm when moving between security gates. Customers who trigger the alarm should report to the Service Desk where staff can verify all materials in the customer's possession are properly checked out.

If staff cannot determine why a customer is triggering the alarm, the customer may be asked to remove items from any belongings. Staff reserve the right to respectfully inspect the contents of purses, bags, briefcases, backpacks.

Customers removing library materials without checking them out or refusing to comply with staff requests by leaving the building after this determination will have their privileges suspended per the Customer Code of Conduct.

Reviewed and approved by the Chattahoochee Valley Libraries Board: October 20, 2016

Amended and approved by the Chattahoochee Valley Libraries Board: March 9, 2017

Full document last reviewed, amended and approved by the Chattahoochee Valley Libraries Board: July 15, 2021

Full document last reviewed, amended and approved by the Chattahoochee Valley Libraries Board: January 15, 2026