

## 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.

**Non-residents** can obtain a regular library card by paying an annual \$35.00 fee per household.

Eligible non-residents can obtain a **Learn Non-Resident** card without a fee. Students attending any education institution or employees in educational institutions within the library service area may receive a library card and full library privileges. These cards are valid for one year and must be renewed. At the time of registration:

- Students must present a current student ID or proof of enrollment
- Teachers must present a current employee ID or pay stub

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.

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 and must be renewed.

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 and Item Checkout Limits**

Books (print and recorded) circulate for 14 days. CDs/DVDs (movies and music) at all locations circulate for 7 days. Passes, Kill-a-Watt Detectors, 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.

*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), DVDs (videos), and CDs (music). Kits and Kill-a-Watt detectors have one renewal. Passes do not renew. Items on hold for another customer cannot be renewed.

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

*Reviewed by the Chattahoochee Valley Libraries 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**

Recognizing that not all items can be immediately available, the library offers to place items on “Hold”. Customers may request that items be held for them at a particular branch. This is done through the online catalog from home, by telephone, or in person at the circulation desk. A customer may request materials from other libraries in the system, items on order, or items in cataloging.

Customers will be notified by telephone, e-mail, or text message when an item requested is ready for pickup.

Holds cannot be placed on Passes or Kill-a-Watt Detectors. Holds for kits will not be shelved in the holds section; rather, they will be available at each library’s service desk.

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

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

## **E. 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 staff as well as to the public users of the Chattahoochee Valley Libraries.

*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*

## **F. Claimed Returned and 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 blocks the patron 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*

## **G. Damaged and Lost Materials**

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

Customers are charged the amount the library paid for a lost or damaged item, based on the list price required for the library to replace the item.

If the damaged item is such that it can no longer be circulated, the customer is charged the full price of the item.

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*

## **H. Fines**

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. There will be a \$15.00 fee added to any account sent to collections.

## Customer Fines/Fees Write-Off

Annually, 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. For debt accrued in less than seven years, exceptions can be made for individuals who were minors at the time their debt accrued.

Staff will present the recommended write-off amount to the Library Board for approval prior to deleting debt records. Staff will implement the write-offs prior to the end of each fiscal year and maintain appropriate accounting records.

*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*

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

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

## **I. HRN 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 HRN (Homeless Resource Network) 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. HRN cards are valid for one year and must be renewed.

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

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

## **J. 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. The customer must present their Muscogee County School District receipt in order to get the refund.

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

## **K. 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. Security and staff reserve the right to respectfully inspect the contents of purses, bags, briefcases, backpacks.

When customers refuse to return to the desk or continue to exit the library, security or staff will not attempt to detain the person in question. Library security camera footage will be used for identification purposes, and the police may be called.

Staff determining that a customer is deliberately removing library materials without checking them out will call the police. As with any time the police are notified, a report is made and charges may be filed.

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.

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