

## Obtaining a Library Card

Library cards may be obtained free of charge by non-temporary residents of Orange County and residents of counties contiguous to Orange County (Albemarle, Culpeper, Greene, Louisa, Madison and Spotsylvania counties) .

Temporary residents who are unlikely to remain in our area for an extended period (six months or more) such as visitors and houseguests will not be issued cards.

### FOR ADULTS

Obtaining a library card requires proof of identification, proof of address and proof of residency.

#### Proof of ID

Acceptable forms of identification for proof of ID are limited to: state issued driver's license or ID card (from any U.S. state), U.S. Military ID, passport, or Permanent Resident Card (green card) and must include a photo and birth date.

#### Proof of mailing address

Acceptable forms of identification for proof of permanent mailing address are limited to: Items listed in the proof ID section (if address is current and local – an expired license cannot be used for proof of address)

Current utility or insurance bill

Current vehicle registration

Rent or mortgage payment receipt with name, printed (not handwritten) address, and date of payment dated within the past 2 months

Tax receipt from payment of real estate or personal property taxes dated within the past 12 months

Bank statement dated within the past 2 months

Current Virginia voter registration card or voter ID

Cancelled check or printout of same from online banking that includes address and cancellation and is dated within the past 2 months.

Lease or rental agreement

#### Proof of residency

For those people unable to prove residency in our service area with the items listed above we will accept a Lake of the Woods or other community ID card, Orange County, VA issued employee ID, or a library card from a reciprocal borrowing partner (Madison County Library, Culpeper County Library or Central Rappahannock Regional Library) to satisfy the proof of residency requirement only. (JMRL is no longer a reciprocal partner as of Jan. 2013)

For non-resident students we can accept a current college or other officially issued school ID and cancelled mail that is printed, not handwritten, and includes the name, an address inside our service area and a postmark dated within the last 2 months.

### FOR MINORS (those under age 18)

When applying for a library card for a minor child, we require that the responsible party (parent or legal guardian) signing the child's card application also have a library card and present their ID as outlined above. The child must be present in order for the card to be issued.

Emancipated minors must provide documentation for their status and their own identification. For emancipated minors we can also accept an identi-kid ID card or social security card and birth certificate.

Patrons holding a library card signed for by a parent/legal guardian are required to re-register under their own signature when they turn 18 or achieve emancipated minor status.

#### REPLACEMENT CARDS

Replacement cards will be issued for a \$1.00 fee upon presentation of photo ID (state issued driver's license or photo ID, military ID, Permanent Resident Card (green card) passport, student ID, identi-kid card, employee ID card).

Photo ID will not be required for those under age 18 but is strongly preferred for those age 16 and over. Those under age 18 will be asked to verbally verify information from their patron account before a replacement card is issued to verify identity.

Persons over age 18 who are unable to document their local address may use library materials in house and use the library computers as a guest for up to 30 days while they obtain proof of address. Those under 18 may use the library Internet computers as guests only in the presence of an accompanying parent.

**Effective April 1, 2012: New card applicants will be sent an address verification postcard to the mailing address they provide. The postcard must be presented to library staff for the customer to receive unrestricted status. New card applicants will be given provisional status for 30 days. If they do not return with their address verification post card within that time, their account will expire and de-activate.**

Effective December 1, 2004: Persons not having any permanent address in the county, such as residents of the homeless shelter, will be issued an e-services card allowing them to check out only items to be used inside the library so that they may use the Internet, access library databases and other in-house services requiring a card.

Effective April, 2014 a library card or photo ID must be presented in order to check out library materials.

#### **E-Services cards**

Effective August 1, 2013, in addition to the standard full-service library card, the Library offers an electronic services only "E-Card" for customers age 10 and over. The e-card provides access to library computers, library databases and electronic research tools, e-books and downloadable audios. The e-card only allows access to electronic materials and cannot be used to check out physical items from the library. Because of this, the e-card cannot accrue fines or other charges. The e-card requires the same application form as a standard card. The e-card does not require postcard address verification but is intended for residents of our service area. The e-card has a 6 month expiration period and can be renewed either in person or over the phone with provision of the card number.

The e-card allows youth ages 10-17 to apply without a parent present and also omits the requirement that the parent or guardian have a library card with us. As our library does not act in loco parentis, the e-card for minors does require a signed parental permission slip for customers ages 10-17. E-card privileges will be revoked at the signed written request of the parent. Youth ages 10-17

are allowed to carry both a standard and an e-card account and are allowed to use the e-card even if their standard card account is blocked.

Adults are not allowed to carry both types of cards and must choose one. Customers with blocked standard accounts will not be allowed to switch to an e-card account until their standard account is in good standing with all charges paid. New cardholders wanting to switch from an e-card to a standard full-service card will need to complete the postcard address verification before switching.

Adults who are unable to meet the address documentation requirements for a standard card (temporary residents, property holders whose primary residence is elsewhere, recently moved persons who cannot yet document residency within our service area) may receive an e-card. A photo ID is required, just as it is for visiting customers wanting to access the Internet. Customers who qualify for and would prefer to receive a standard full-service e-card will not routinely be issued e-cards as a stopgap measure, due to the cost to the library. They will be granted guest access to computers for up to 30 days while they obtain the required documentation.

### **Renewal of Library Cards**

Regular cards are set to expire annually. E-cards expire every six months. Customers wishing to re-instate an account which has expired, will be subject to postcard address verification under the following conditions:

- 1) They are a juvenile who is transitioning to an adult account and their juvenile account has a poor status (owes fines in excess of fine maximum, has overdue items, has lost items, has damaged charges or is otherwise blocked)
- 2) They are an adult and their account has a poor status (owes fines in excess of fine maximum, has overdue items, has lost items, has damaged charges or is otherwise blocked).
- 3) Their account has been expired for at least 24 months/2 years.

(Adopted by the Library Board of Trustees 1/98, amended 6/98, amended 10/2002, 3/2003, 5/2004, 4/2005, 2/2006, 11/12/2009, 1/2012, 5/2013; 4/2014; 3/2015)

## Lending of Materials

Library materials will circulate for 28 days with the exception of: DVDs and Blu-rays which circulate for 7 days and TV series, video games, and new adult books which circulate for 14 days. All items may be renewed a maximum of 3 times with the renewal being the same length as the original loan period. Reference books do not circulate except overnight with special permission from the staff person in charge.

Any one borrower's card is limited to borrowing a total of 30 items. Any one patron may check out a limit of 6 of the following formats: video games, books on CD, music CD's, CD-ROMs, DVDs, Blu-Rays and magazine issues. Borrowers are also limited to six items from a series of any format other than TV. Examples include: Magic Tree House Chapter books, Sookie Stackhouse novels, DVDs of the series Ken Burns' Civil War, books on CD of the Alex Cross series by Patterson. TV series are limited to 3 per card. As per policy 3-5, patrons are also limited to 15 holds at one time.

Holders of provisional cards will be limited to 2 items of any type at one time and will not be allowed to check out video games or any multi-part item (e.g. storytime kits and TV series).

Responsible parties (parent/guardian who signs for a library card for a minor) will have their accounts blocked when the minor has long overdue items (30+ days) or owes over \$10.00. They will have to clear up the issue on the minor's account to use their account.

Effective April 17, 2014 a library card, state issued photo ID, driver's license, passport or military ID must be presented by existing cardholders in order to check out library materials. Responsible parties may show ID to utilize the accounts of the children they are responsible for. Scanned library cards on smartphones or other devices will be accepted only in conjunction with a photo ID.

Approved by the Library Board of Trustees 1/98; amended 10/99, 4/2000, 10/2002, 3/2003, 3/2004, 4/2005; 5/2006; 4/2008; 8/2009; 1/2010; 8/2010; 10/2010, 5/2011; 8/2013; 10/13; 4/2014; 5/2015)

## Library Hours and Services

### Hours of Service

The hours of operation will be set for each library site by the Library Board of Trustees. The library follows the holiday closing schedule of Orange County. The Library will observe the following holidays: New Year's Day, Lee Jackson Day, Martin Luther King, Jr. Day, President's Day, Memorial Day, Independence Day, Labor Day, Columbus Day, Veterans Day, Thanksgiving Day, the day after Thanksgiving, Christmas Day. In some cases, the day after Christmas and other days may also be observed if granted by the Board of Supervisors. When a holiday falls on a weekend, the library will also close on that Saturday.

Closings due to weather will be determined for **all libraries** by the **County Administrator** to coincide with other county offices. In some cases, branch libraries may be unable to open or need to close early even though the county offices and Main Library are open. Closures will be determined by the County Administrator after communication with the Library Director and/or the appropriate staff member in charge.

Emergency closing of any building, for reasons other than weather, is at the discretion of the County Administrator, the Library Director or staff member in charge should be consulted in the event such closing becomes necessary. Possible reasons for such closing include but are not limited to: loss of power to the building lasting more than 20 minutes, electrical or mechanical failure resulting in a danger to staff and patrons, failure of heating or air conditioning when temperatures are such that the environment is unsafe, and flooding.

### Reference Services

Patrons asking for assistance in person will be served first, the next priority is those requesting information over the phone or in writing. A trained reference person is not available to provide reference service during all hours or at all locations. All library staff will endeavor to guide patrons to the information they request in a courteous and timely manner, but will not interpret any information found.

### Other Services

The library provides the following services which are described in other sections of this manual: Interlibrary Loans, Photocopying, online databases, word processing computers, Internet access, programs for children and adults, and meeting rooms.

(Approved by the Library Board of Trustees 1/98; amended 8/99, 10/2002; amended 5/06, amended 8/13)

## Fines and Fees

Fines for overdue materials are as follows:

Daily fine per book, CD, cassette-----	\$.20 (adult)	\$.10 (juvenile)
Daily fine per CD-ROM-----	\$.20 for all items	
Daily fine per DVD, Blu-Ray or Video Game -----	\$.50 (adult)	\$.50 (juvenile)
Daily fine per interlibrary loan item-----	\$.50 (adult)	\$.50 (juvenile)

The maximum fine for all juvenile items except DVD's and Blu-Rays will be \$2.00

The maximum fine for all adult materials and all DVD's, Blu-Rays and video games will be \$5.00

Items more than [REMOVE 365] **180 days** overdue will be charged the replacement cost of the item or the default charge listed below if the item does not have a replacement cost listed in the library's catalog database. Our computer system will automatically assess a charge of \$25.00 for any item with a price not listed, our staff will make every effort to correct any overcharges to coincide with the current sales price online or with the schedule below should a price not be available.

Adult books -- \$28.00

Adult unabridged books on CD -- \$50.00

Juvenile books - \$18.95

Juvenile non-fiction book - \$25.00

Juvenile book on CD - \$35.00

DVD's, CD-ROMs - \$20.00

Blu-Ray movies \$30.00

Music CDs - \$15.00

Video games - \$30.00

Magazine issues - \$4.00

Pamphlets (Cliff & Spark Notes) - \$5.00

Children's board books - \$8.00

Mass market paperback books \$9.00

Children's paperback books – \$5.00

Playaways \$50.00

Educational DVD courses \$90.00

Reference books – \$100.00

Library privileges will be suspended if fines for overdue, lost or damaged materials accumulate to more than \$10.00 unless a partial payment of at least 20% of the balance is made. Partial payments may not be made for lost items (due to the processes required by the Finance Department for handling refunds). Library privileges will also be suspended if a patron has unreturned library materials which are more than 30 days overdue. Privileges will be reinstated when the item (s) is returned or paid for.

### **REMOVE- after Sept. 1, 2015**

Effective Jan 1, 2008: All items which are **365 days** or greater overdue will be charged for the cost of the item regardless of whether the item is returned.

### **REPLACE WITH**

**Effective September 1, 2015: All items which are 180 days or greater overdue will be charged the replacement cost for the item regardless of whether the item is returned.**

Effective March 19, 2004, In the case of juvenile patrons, a block on the child's record will also block the record of the responsible party for their account.

In extreme cases, if the value of the unreturned materials exceeds \$100.00, the Library Director is empowered to consult with legal counsel to obtain payment.

Fees charged by the library include:

A \$1.00 fee for replacement library cards.

A non-refundable \$3 processing fee on lost materials

A non-refundable **\$3** processing/postal fee for each item requested on Interlibrary Loan

15 cents per page for printing in black and white from any computer.

50 cents per page for printing in color from any computer.

Damage charges assessed based on the condition of the item (Damaged items are not assessed a processing fee)

(Approved by the Library Board of Trustees 1/98; amended 10/99, 7/2000, 5/2001, 10/2002, 3/2003, 3/2004,5/2004, 2/2006,5/2006;10/2006; 12/2006;7/2007;4/2008;5/2010;8/2010;3/2011, 5/2011, 8/2013; 5/2015)

## **Requests and Reserves**

A patron may reserve an item that is currently checked out or available only at another Orange County library location and will be notified when that item becomes available for them. A maximum of 15 reserves per patron are allowed at one time. Patrons are limited to one request for a specific item and may not request multiple copies of the same title in the same format. Patrons are welcomed to make requests for items they wish the library to purchase. These requests will be considered by the librarian as part of the library's overall collection development. If a requested item is purchased, the request will then be considered a reserve on that item.

(Approved by the Library Board of Trustees 1/98, amended 4/2005, 4/2008; 8/2013)

## Lost and Damaged Materials

Lost or damaged materials will be charged to the patron (or in the case of a minor child, to his/her parent or guardian) according to the following schedule. In addition to the cost of the item, a non-refundable \$3 processing fee will be assessed for lost items. Damaged items will not be assessed a processing fee.

All items with a price listed in the library's database will be charged at that cost.

All items with no price available will be charged at the following default prices:

- Adult books -- \$28.00
- Adult unabridged books on CD -- \$50.00
- Juvenile books - \$18.95
- Juvenile non-fiction book - \$25.00
- Juvenile book on CD - \$35.00
- DVD's,CD-ROMs - \$20.00
- Blu-Ray movies \$30.00
- Music CDs - \$15.00
- Video games - \$30.00
- Magazine issues - \$4.00
- Pamphlets (Cliff & Spark Notes) - \$5.00
- Children's board books - \$8.00
- Mass market paperback books \$9.00
- Children's paperback books – \$5.00
- Playaways \$50.00
- Educational DVD courses \$90.00
- Reference books – \$100.00

Patrons have the option of replacing any item with the exact same item (**in the same binding, format and edition**) in brand new condition rather than paying the replacement charge which will save them the \$3 processing fee. In the case of items which are out of print, the patron may replace the item with another item on the same topic in the same binding at the discretion of the staff member in charge. On a case-by-case basis Branch Managers are empowered to use their judgement to create an alternate payment plan for customers in special situations or extreme circumstances. Plans may include volunteering to work off charges at \$10.00 per hour or donating materials with a similar current sales value in their existing condition.

If the price has been paid to replace a lost item, and the item is found and returned within 30 days of payment, a refund of the replacement price paid, less any overdue fines up to the time of payment, will be made via check by Orange County. The \$3 processing fee is not refunded.

Charges for damages that do not require the replacement of the item will be made by the staff person in charge after examining the item. Damage caused by normal wear and tear will not be charged to the patron.

(Approved by the Library Board of Trustees 1/98, amended 10/2002, 10/2004, 5/2006, 10/2010, 8/13, 5/15)