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# CIRCULATION POLICY

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## Nevada Public Library Policy Manual

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## LIBRARY CARDS

When applying for a library card, the patron enters into a contract with the Nevada Public Library. The card extends borrowing privileges from the Library's digital, shared, and local collections and services. By signing the card, the patron agrees that they are accountable for the timely and safe return of all items borrowed on the card and agree to pay for lost and damaged items.

Nevada Public Library will issue library cards to residents and property owners within Nevada's city limits who support library services with the payment of property taxes. Non-residents are also eligible for full-access library membership by supporting NPL services with a \$35.00 membership fee for their household.

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### Registration for Library Card

Residents of the City of Nevada and surrounding areas may apply for a library card. Library cards are valid for one year and may be renewed upon patron request at expiration. Library cards are issued to individuals. Family cards are not available.

**Adults:** Individuals, ages 18 and up, are asked to provide a current, government-issued photo ID and proof of residence (see list below) at the time of registration. If proof of residence is not available, a card will be issued as a Temporary Card & proof of address may be provided on the next visit to borrow physical materials.

**Minors:** Children, ages birth-17, may be registered for a library card by a parent or guardian who will sign as the responsible party for the minor's account. The adult must have a registered, active account at Nevada Public Library to sign responsibility for a minor's card.

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### Examples of Proof of Residence:

Items must include the name & address of the applicant (or responsible party, if child card application) on the documentation and must be dated within the past 30 days of application.

- a postmarked piece of mail
- a utility bill (paper or e-bill)
- a mortgage statement
- a lease agreement with address, landlord's signature, and tenant's signature
- a medical document with the applicant's name & address
- a paystub

*Documents with a PO Box will not satisfy the proof of residence requirement.*

## Library Card Types

**NPL Adult (Full-Access) Library Card** - All potential patrons must fill out a library card application and present proof of identity and proof of residence and/or the payment of the non-resident membership fee. Any individual aged 18 or older will be issued an NPL Adult Library Card.

### Non-Resident Membership Fee

Any person who does not live or own property within Nevada City limits may purchase a library membership for their household for a non-resident fee of \$35.00. This fee is in lieu of the City Library tax and is due annually to renew the Library card.

If a person owns property within the Nevada city limits and their residence is outside of city limits, they may present a current Vernon County property tax receipt for the city property. Upon presentation of such, the non-resident fee will be waived.

**NPL Minor Library Card** - A parent or guardian must agree to accept responsibility for the access, care, and return of library materials checked out to a minor aged 17 or younger. An **NPL Minor library card** permits the cardholder, of any age, to have access to all NPL collections, online resources, and consortia collections. It is solely the responsibility of the minor's parent or legal guardian, not library staff, to monitor a child's access to all library collections and services.

### Minors & Access

The Nevada Public Library has adopted the American Library Association Freedom to Read and Freedom to View statements. Parents/ legal guardians—and only parents/legal guardians—have the right and responsibility to restrict access of their children—and only their children—to library resources. Parents/legal guardians who do not want their children to have access to certain library services, materials, or facilities should so advise their children and supervise them accordingly. Librarians and library governing bodies cannot assume the role of parents or the functions of parental authority in the private relationship between a parent and child. This statement is required by 15 CSR 30-200.015 (c).

**Temporary (probationary) Library Card** - If no proof of address can be presented at registration, the patron will be issued a restricted (probationary) card temporarily allowing only two items to be checked out. A Temporary card is valid for 30 days from the issuance date.

**Institution Library Card** - Hotels, motels, group homes, residential treatment centers, campgrounds, shelters, and other temporary housing are not considered permanent addresses. Residential managers of such facilities may sign for one card for facility use. The individual signing for the card will assume financial responsibility for the materials checked out on the card.

**Lost or Damaged card**

Lost or stolen cards should be reported to the library immediately. When cardholders report their library card stolen, a new card is issued, and the patron will not be held responsible for material checked out on the stolen card after notifying the library.

Cards should be used by the cardholder only, (exception being members of the same household). Allowing non-household members to use the card may result in the cancellation of the card.

**Replacement Card** - A charge of \$2.00 may be made for replacement cards that have been damaged or lost.

Patrons registering for a library card will be checked against the Missouri Evergreen Library Consortium patron database. Patrons with more than \$20 in fines, fees, or lost materials at any Missouri Evergreen library will be required to clear the account at that library before being issued a Nevada Public Library card. It is the responsibility of the patron to contact their previous library to reconcile their account. This policy aligns with the MEC circulation manual dated 7/2024.

A library card may be invalidated or suspended by the Nevada Public Library at any time if the patron does not return overdue materials, does not pay outstanding fees, does not abide by other library policies, or habitually abuses library policies.

## MATERIALS AND THEIR CIRCULATION

### Borrowing Items

Patrons must present proper identification to access their accounts or check out library materials. Nevada Public Library will issue each cardholder an NPL Library card to be used by the cardholder only. The Library card must be shown each time the cardholder checks out items from the library. If the patron has misplaced or forgotten his/her library card, they can check out books by temporarily using a photo ID or driver's license. We will encourage them to get a replacement card as soon as possible.

Patrons who wish to allow another person to pick up holds must notify the library in advance, and the library card associated with the patron account must be presented at the time of pick up. The library reserves the right to refuse to check out materials on any card presented other than the patron's card.

### Loan Period

Circulation periods and limits are applied to allow fair, equal access to library materials and to increase the chances of continued availability.

- Books, DVD/BluRay movies, & CD audiobooks have a **two (2) week loan period**.
- Loan periods are based on open business days and exclude holidays.
- Most material types may be renewed if the title(s) is not on hold for another patron.
- Renewals are not automatically issued and are patron-initiated.

### Loan Limits

Each NPL Full-access card shall be limited to a maximum of ten (10) items checked out at any time.

A patron may be limited in the number of items he/she may check out at a time at the discretion of library administration if he/she consistently have overdue materials or due to health/pest policy.

### Holds/Reserves

Patrons may place ten (10) holds on materials in person, over the phone, or via the online catalog. Patrons will be notified by preferred contact method when a reserved item is available. Items are held for seven days for pick up unless other arrangements are made. After seven days, items are passed onto the next patron with a reserve or re-shelved.

## Digital Resources And Collections

All-Access & Digital Access library card members have access to a variety of electronic resources including subscription databases, e-books, digital audiobooks, and online magazines.

Nevada Public Library participates in Missouri Libraries to Go ([molib2go.org](http://molib2go.org)) to provide the largest, diverse digital collection in Missouri. Members with Full-Access cards will be issued a PIN to access this collection. Policies for item limits and loan periods are set through the consortium, ask a staff member for more details.

Nevada Public Library also participates as a MoreNet Basic Member to provide access to educational and informational databases such as Explora, EbscoHost, HeritageQuest, and Learning Library Express. Members with Full-Access cards can obtain log-in credentials. Ask a staff member for more details.

## Library Of Things Collection

NPL's MakerSpace has a large collection of tools and electronics that are for in-house use only; however, a collection of STEAM to Go & Maker Kits, Mobile Hotspots, Book Club Kits, Board Games, instruments, and tools that are available for check-out by Full-Access cardholders with accounts in good standing. Some items, such as video games or other media/collection items not listed above, may be available via inter-library loan. **A good standing account** means that the patron has been an established cardholder for at least six months and does not have an outstanding balance greater than \$5.00. See staff for loan information. While most materials at NPL do not accrue daily fines, the Library of Things collection materials have an 'extended use fee' assessed each day the item is overdue.

## Reference Materials

NPL has a large selection of reference materials that are for use in-house only. These items can not be checked out, but are available for in-house use – Reference collection includes, but is not limited to, the Genealogy collection, Microfilm, and Case Reference collections.

## BORROWING BEYOND NEVADA PUBLIC LIBRARY

### Interlibrary Loan

Nevada Public Library adheres to the policies and regulations set forth by the Missouri Evergreen Consortium to allow resource sharing between participating Missouri public libraries to provide patrons with greater access to materials when items are not available from the Nevada Public Library. ILL is only available to Full-Access card members with accounts in good standing.

Loan periods, fines, replacement fees, and renewals may vary for items borrowed from these libraries. Patrons with ILL items are responsible for the replacement cost for lost or damaged materials and any additional fees, including postage, charged by the lending library. Fines/fees will be charged by NPL and the account will be blocked from circulation use until the account is brought to good standing.

A hold may be placed directly from the library's catalog. A patron may have ten (10) Evergreen holds on their account.

### Interlibrary Lending

Nevada Public Library honors Interlibrary loan requests from Missouri Evergreen. Lending time for materials is set by the borrowing library in Missouri Evergreen

The Nevada Public Library will not lend:

- Non-circulating items include most special collections, genealogy, and reference.
- Material that the library has owned for less than six months.
- Material with local circulation restrictions.
- Some kits or Library of Things collections. Book Club Kits may be circulated through the ME consortium according to Missouri Evergreen policies and procedures.

The borrowing library is responsible for the safety of the item from the time the item leaves the Nevada Public Library until it is returned. If damage or loss occurs, the borrowing library is responsible for the cost of items and the processing fee. NPL does not bill patrons of other Missouri Evergreen libraries and vice versa.

The Nevada Public Library charges a \$5.00 processing fee on all lost material, in addition to the item cost.

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## FINES & FEES

A public library exists to serve the community and is based on the concept of sharing resources. When one person violates that principle by retaining materials beyond the established time limits, that person takes unfair advantage of the community as a whole. Patrons are encouraged to follow lending/loan periods and return materials on time.

The Nevada Public Library agrees with the American Library Association policy statement that the “imposition of monetary library fines creates a barrier to the provision of library and information services.”

- Library materials are available to use free of charge.
- Nevada Public Library will not collect daily overdue fines for book & media items. Extended Use fees will apply to “L.O.T.” materials such as HotSpot devices, tablets & STEM kits.
- Checkout privileges will be suspended when a patron has an overdue item and re-instated when overdue items have been renewed or returned.

### Overdue Library Materials

Patrons may receive email, text, phone call, or mailed notices as reminders when items are overdue. Items that are 60 days overdue are automatically marked lost and costs are assessed to the patron.

The library has no obligation to remind patrons to return library materials. The Library calls or sends reminder notices as a courtesy to patrons. All materials are due on the due date. There is no pre-set grace period except for items due on the dates the Library is closed due to an emergency. All such materials are due the following business day. Hotspots may be turned off if the item is overdue.

It is the patron’s responsibility to update the mailing address, email address, and phone number or texting information with the library. The Library will not be held responsible when reminders or notices are undeliverable.

The library will notify a patron of overdue materials on the following schedule:

2 days before due date	Automated courtesy reminder email and/or SMS, if enrolled
7 days overdue	Staff phone call
21 days overdue	Mailed final notice / pre-invoice to “lost” status
30 days overdue	Invoice sent for lost items



## **Fees For Lost Items**

Replacement cost is typically the retail price of the item. A processing fee of \$5 is assessed per lost item to offset the cost of the mailings, book processing materials, and staff time.

Once items are invoiced, a patron may only reconcile their account by cash/ check payment of the assessed fees. Lost fees may be canceled if the item is owned by NPL and is returned in good condition within six months. The library does not accept replacement items in place of paying lost/damaged fees or returning lost materials.

## **Fees For Damaged Items**

Patrons are responsible for the cost of repair for any material returned with damage that is not the result of normal use. When items are damaged and are part of a set, the cost for replacing the complete set may be assessed if the library is unable to replace the particular damaged item individually. The cost is determined by the price of the specific damaged item, as recorded in the library's computer system database. A \$5 processing fee may be added. After payment is made, the patron may keep the damaged item.

Examples of damage may include, but are not limited to:

- Ripped pages
- Stains
- Smoke/pet smells
- Chewed pages or covers
- Liquid damage

Missouri Code addresses the theft of library materials or equipment in section RSMo 570.210. Patrons may refer to these sections of the Missouri Code for more information.

## **Minors & Materials**

Parents or legal guardians are responsible for all assessed library fees for minor children according to Missouri Code section RSMo 537.045.

Responsibility for Minor cards will be linked to the account of the parent or legal guardian who applies for the minor's library card. Only one adult is necessary per family group; however, the adult linked to the account is assumed to have the legal right to access the minor's library account. An adult may have more than one minor linked to their account, which constitutes a "family group."

The adult on file will be responsible for any items checked out on a minor's card. When a minor turns 18 years old, their account will be unlinked from their parent/guardian and they must sign documentation that they will become responsible for their account.

## Claims Returned

A single item that a patron “claims returned” will be searched for in the library for an additional 30 days (after the claim), and then will be considered lost, and the cardholder will be billed the “lost item/ replacement cost” if the item was not found.

## Refunds

The library does not issue refunds for lost materials that have been paid for by patrons. If found, the item becomes the property of the patron.

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## RECONCILIATION & SUSPENSION OF LIBRARY ACCOUNTS

Library services, including material check out and use of library equipment and services, are suspended for account balances exceeding \$5.00 or with items overdue more than 14 days. *A guest pass may be requested once per month for public PC use.*

Library materials are considered ‘lost’ if they are overdue 60 days (adults) or more.

Lost material/replacement charges are the responsibility of the cardholder whose account bears the overdue items or the parent or legal guardian who signed the application for minor children.

Replacement costs for long-overdue library materials and/or damaged materials or equipment require cash payment. NPL does not accept patron purchases as replacements. Items that have already been paid for by a patron and then later found and returned are not eligible for a refund as NPL has likely purchased new copies of the same or similar item.

A patron’s borrowing privileges may be suspended or reduced if the related group or family member cards are not in good standing.

Patrons should resolve disputed fees before paying them. Once payment has been accepted, refunds will not be issued. Items that have already been paid for by a patron and then later found and returned are not eligible for a refund, as NPL has likely purchased new copies of the same or similar item.

Patrons experiencing unusual difficulty in returning their materials or paying replacement fees should contact the Library Director.

## SUSPENSION OF PRIVILEGES FOR HEALTH AND SAFETY REASONS

The Library values the citizens of Nevada and responds to their needs by providing clean and inviting buildings and well-organized and up-to-date collections. In order to maintain these conditions, the Nevada Public Library's Board of Trustees has adopted the following policy.

The Library may suspend borrowing privileges and/or access to Library buildings if patrons return items with evidence of insect infestation; with contamination from substances such as blood, urine, or feces; or if patrons enter a Library building with clothes or possessions contaminated with anything that, in the opinion of Library staff, could pose a public health threat.

Patrons whose borrowing privileges have been suspended due to the reasons listed above may have them restored after presenting written verification that their issue has been resolved. Access to Library buildings may be restored by the Director or Assistant Director.

The Library is not responsible for any damages to personal property that may result from the use of Library materials and services.

*Referenced in Health/Safety Policy***Materials Protection from Pests PROCEDURE**

It is the responsibility of the Nevada Public Library (NPL) to maintain a healthy and clean environment for all library users and to protect taxpayers' investment in library collections, equipment, and property. To fulfill this responsibility NPL may restrict a patron's ability to borrow physical materials and/or visit library facilities when such use may jeopardize the health and safety of library facilities, collections, and patrons.

An example of a situation where borrowing of physical materials may be suspended includes but is not limited to, evidence that items on loan to a patron may have been returned with insects that are known to be damaging to library materials, or that can result in pest infestations in library facilities, e.g. roaches, silverfish, bed bugs, etc. Examples of situations where patron access to library facilities may be suspended include but are not limited to, patron or patron possessions showing signs of flea, lice, or bed bug infestation

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The first time evidence of an insect issue is noted:

- The Library Director will notify the patron of what was found and put a note on the patron's record. Staff will follow the Pest Identification & Quarantine procedure for the returned materials.
  - Patrons will be shown the evidence whenever possible.
  - The library materials will then be discarded at the discretion of the Director.
  - Patrons will be limited to checking out two items at a time and given a large Ziploc bag. They must return items in a sealed Ziploc bag. Follow the *Materials Protection from Pests procedure*.
  - The Director or designee will provide a handout to the patron about ways to protect borrowed items while on loan in their home (keep library materials in closed containers or Ziploc bags when not being used, inspect them before returning to the library, talk with landlord or pest control company.)
  - The patron is not billed for damaged items the first time evidence is noted.
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The second time, evidence of an insect issue while the *Materials Protection from Pests procedure* is in place;

- The Director or designee will notify the patron of what was found and put a note on the patron's record. Staff will follow the Pest Identification and Quarantine procedures for returned materials.
- Borrowing privileges of physical materials will be suspended for six months. The director will notify the patron by a letter sent via USPS. If the patron can provide evidence that the pest issue is resolved, the suspension will be lifted prior to the six-month period.
- Patron will be shown evidence whenever possible. The library materials will be discarded at the discretion of the Director.
- The patron will be billed for damaged items on the second and subsequent occurrences of pest-damaged items.

Any patron who has privileges suspended under the terms of this policy may request to have privileges reinstated when evidence shows the address in question has been inspected with no sign of infestation or that the residence has been treated. Confirming information may include copies of receipts for treatment or a letter from a licensed pest control company. In some instances, proof of a change of a resident's address may also be accepted.