
Circulation Policy

Nevada Public Library Policy Manual

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Library Cards

- Adult All-Access Card
- Youth All-Access Card
- Digital Access Only Card

Registration

Proof of Residency

Lost card fee

Use of Materials

Loan Period

Interlibrary Loan

Digital Resources and Collections

Library of Things Collection

Reference Materials

Checking Out Items

Loan Limits

Holds/Reserves

Fines & Fees

Outreach Delivery

Reconciliation & Suspension of Library Accounts

Suspension of Privileges for Health & Safety Reasons

**Materials Protection from Pests Procedure*

Library Cards

Nevada Public Library will issue library cards without charge to City of Nevada residents and members of households that pay Nevada city property taxes. A fee of \$25.00 per household will be charged annually for individuals living outside of city limits who do not own property in the city.

All potential patrons must fill out a library card application. Any individual aged 18 or older will be issued an **Adult All-Access Library Card** after they provide a photo identification and proof of their current address.

Patrons 17 years old or younger will be issued a **Youth All-Access Library Card**.

A parent or guardian must agree to accept responsibility for the access, care and return of library materials checked out to the child. An NPL Youth All-Access 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.

Digital Access Library Cards may be available to access library PCs, NPL's digital collections and databases. An online application is available via the Library website.

Digital Access Library Cards provide access only to online research databases and streaming or downloadable digital content available through Nevada Public Library. No physical materials may be checked out with this card.

A Digital Access Library Card may be converted to an All-Access Library Card by providing photo identification and proof of current address.

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.

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

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 in order to sign responsibility for a minor's card.

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 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 applicant's name & address
- a paystub

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

LOST OR REPLACEMENT CARD

Patrons are required to inform staff of changes in names, addresses or telephone numbers. A charge of \$2.00 may be made for replacement cards which have been damaged or lost. 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.

Use of Library Materials

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 reserve for another patron.
- Renewals are not automatically issued and are patron initiated.

INTERLIBRARY LOAN

To provide patrons with greater access to materials when items are not available from the Nevada Public Library, the library provides patrons several avenues to borrow materials from other library systems across the state & country. ILL is only available to Full-Access card members.

Loan periods, fines, replacement fees, and renewals may vary for items borrowed from these libraries. Items borrowed through interlibrary loan, via Missouri Evergreen and/or OCLC WorldShare ILL, cannot be renewed without prior authorization from the lending library.

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.

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) in order 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 in order 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, Board Games, instruments and tools that are available for check-out by Full-Access cardholders with accounts in good standing. **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.

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.

Checking Out Items

Patrons must present proper identification to access their account or check out library materials.

LOAN LIMITS

Each All-access card shall be limited to a maximum of ten (10) items checked out at any one 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 has overdue materials or due to health/pest policy.

HOLDS/RESERVES

Library materials may be reserved in-person, by phone, by email, or on the library's website. 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 three days, items are passed onto the next patron with a reserve or re-shelved.

LIBRARY OF THINGS COLLECTION

Nevada Public Library has an extensive collection of non-traditional materials that can be checked out with an Adult All-Access library card. These items include kits, tools, board games, hotspots and other technology devices.

Materials held in NPL's Library of Things collection may only be checked out by an adult with an NPL library account in good-standing. **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. A limit of **two items** from the Library of Things collection may be borrowed at a time.

While most materials at NPL do not accrue daily fines, the Library of Things collection materials have 'extended use fee' assessed each day the item is overdue.

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.
- On the day after the due date, all materials will be considered overdue if they have not been renewed or returned. Overdue items must be returned or renewed before additional items may be borrowed.

Notification schedule

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

3 days prior to due date = a courtesy email sent by automated system

7 days after the items' due date = a phone call or an automated email reminder

30 days after the items due date = Materials marked “lost” in system/patron invoiced.

“Lost item/Replacement Cost” billed to patron account & invoice mailed to patron’s last known address and is non-refundable.

Fees for Lost/Damaged 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 or a patron may return the library’s materials that are still in good condition within six months of the final due date in an attempt to waive financial responsibility for lost item, but the \$5 per item replacement fee will still be assessed.

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.

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

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.

OUTREACH DELIVERY POLICY

Residents of Nevada who are physically unable to visit the library can request library materials be delivered to them at home or in a care facility. Eligibility includes being generally confined to a residence or facility due to temporary or permanent loss of mobility.

Potential applicants should contact the Circulation Services department or the Library Director to determine whether their situation qualifies. In order to ensure equitable use of Library resources available to support this program, Nevada Public Library reserves the right to refuse service based on availability of staff and/or the feasibility and cost of travel required.

Outreach delivery service is free. Overdue fines will not be charged on delivered materials, but patrons are responsible for the replacement cost of damaged or lost items in their custody. If an item or items are continually returned with damage, or there is evidence of a pest infestation, the patron may lose delivery services until there is proof of professional remediation.

Patrons and facilities requesting delivery services must provide a safe and appropriate environment for Library representatives who make deliveries. Library representatives may choose not to enter a residence, to leave immediately, and/or to recommend suspension of the service if the environment is unsafe or inappropriate. If a Library representative suspects or witnesses any evidence of illegal activities or abuse while making a delivery, they are required to immediately leave the premises and report the situation to the appropriate law enforcement and regulatory bodies, as well as to the Library administrator.

If a Library representative recommends suspension of service, they shall provide their supervisor with written notice of the reason. If suspended, a library administrator shall send written notice to the patron of the reason for, and the length of, any continuing suspension of service. Any patron may request in writing that the suspension of service be reviewed by the Library's Executive Director.

Reconciliation & Suspension of Library Accounts

Library services, including material check out and use of library equipment and services, are suspended for account balances exceeding \$10.00 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 30 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 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, 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. In order 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 show signs of flea, lice or bed bug infestation

The first time evidence of an insect issue is noted:

- Library Director will notify the patron of what was found and put a note on the patron 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 the sealed Ziploc bag. Follow *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 bag 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.

The second time evidence of an insect issue while *Materials Protection from Pests procedure* is in place;

- The Director or designee will notify patron of what was found and put a note on the patron record. Staff will follow the Pest Identification and Quarantine procedures for returned materials.
- Borrowing privileges of physical materials will be suspended for six months. Director will notify patron by letter sent 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 occurrence of pest damaged items.

Any patron who has privileges suspended under the terms of this policy may request to have privileges reinstated when evidence showing 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 resident's address may also be accepted.