I. Purpose

This policy explains circulation parameters to maximize service and convenience for customers while supporting stable library operations, the steps Jackson County Library Services (Herein referred to as the “Library”) takes to standardize key circulation parameters, and fees that impact customers.

II. Introduction

The Library encourages everyone in the community to use and benefit from its facilities and services, and therefore has established rules governing the circulation of library materials to protect each individual’s access to information and services. The Library has several types of library cards available, designed to meet the needs of Jackson County residents, property owners, neighbors and visitors. Borrowing privileges and limits are dependent upon the type of card selected at registration.

The Library provides individuals access to a wide variety of services, including the ability to:

- Check out books, movies, music CDs, and other library materials
- Library materials may include, but not limited to mobile hotspots devices and other electronic devices.
- Download eBooks, audiobooks, music, and videos
- Place holds on items in person or online
- Use online databases and resources
- Access public computers in the Library

The Library has reciprocal borrowing and shares a library catalog with Rogue Community College (RCC). RCC shares their materials with some restrictions to access to Library patrons. Because RCC sets its own lending policies, including charging late fees for items in their collection, please check with RCC for exact details in regards to overdue fees and check out periods for their materials.

The Library has partnered with the Southern Oregon Historical Society (SOHS) to provide access to SOHS resources free of charge for Jackson County residents, to help promote Library services through SOHS, and to expand the local history digital collection of the libraries.
III. Acceptable Proofs of Identification, Residency, and Property Ownership

Two forms of identification are required for several of the card types. Acceptable forms of proof of identification, residency, or property ownership include, but are not limited to, a current form of the following:

- Driver’s license or other valid government issued photo identification
- Passport
- County tax bill
- Credit Cards
- Student ID card with photo
- Lease and/or rental agreement
- Voter registration card
- Piece of mail with current postmark within past 30 days that includes name and physical address
- Resident Alien Card
- Property tax statement, which includes name and address
- Utility bill and/or bank statements with physical address

If a person cannot provide two acceptable forms of ID, the Library will mail a letter to the household to verify the physical address. The person will be allowed to check out two items at time of registration. Once the letter is received in the mail, the individual may bring that letter in as proof of address and receive full library services.

IV. Types of Library Cards Defined

Jackson County Library Services issues the following types of library cards:

- Full Service
- Parent Select
- Class Visit
- Educator
- Organizational
- Temporary
- Non-Resident
- Homebound
- Computer
- eCard

Full Service Cards

Adult
Full service library cards are free of charge to all residents and persons paying property taxes in Jackson County. Residents 18 and older may register for a full service library card by presenting a completed library card application and two pieces of identification at any Library branch. One piece of identification must show the resident’s current address. Applicants must be present to receive a full service library card.

Full Service cardholders may access all library services, borrow up to 60 items at a time, check out most library materials for 21-day loan and renewal periods, have access to digital resources and Interlibrary Loan services, and may have up to 25 active holds at a time.

**Juvenile**

Minor residents (under age 18) need authorization from a parent/guardian who can establish and provide proof of identification and residency. Parents or guardians are responsible for any charges incurred as the result of use of a child’s card. Therefore, a parent/guardian signature is required on the library card application form. The parent/guardian does not have to be present in order to issue a card to a minor. If the parent/guardian of a minor child is not present at the time a card is issued to the child, the parent/guardian will be notified that the child has received a library card.

Parents may choose a parent-restricted card for their child that limits the number of items their child can borrow – see Parent Select Card, below.

**Parent Select Card**

Parent Select library cards are issued to a patron under the age of 18 if the parent/guardian chooses this option. Parent Select cardholders may access all library services, borrow up to 2 items at a time, check out most library materials for 21-day loan and renewal periods, have access to digital resources, and have up to 2 holds at a time. Parent Select cards cannot be used for Interlibrary Loan.

**Class Visit Card**

Class Visit library cards are issued when a minor visits the library during a school class visit. Students must have received a Library card application from their teacher, obtained a parent/guardian signature, and then presented the signed application to the teacher prior to the class visit to the Library. Class Visit cardholders may access all library services, borrow up to 2 items at a time, check out most library materials for 21-day loan and renewal periods, have access to digital resources, and have up to 2 holds at a time. Class Visit cards may not be used for Interlibrary Loan.
Educator Card

Educator library cards are separate from personal library cards and are intended for borrowing materials to use in a classroom or educational setting with his or her students. Educator library cards are issued to individuals who:

- Teach children in childcare
- Teach kindergarten through grade 12 in Jackson County
- Homeschool
- Teach in their community, including
  - After school services, such as YMCA, Boys and Girls Clubs, and Parks and Recreation programs
  - GED or literacy programs

To get an educator card, an educator must visit a Library branch with photo identification. Additionally, a copy of one of the following must be presented at time of application:

- School or childcare identification
- School or childcare pay stub
- Letter on school or childcare letterhead from the school administrator or childcare director authorizing them to check out materials on behalf of the institution
- Homeschooling letter from the Education Service District (ESD)
- Oregon State Child Care Division certification

Educator cardholders may access all library services, borrow up to 60 items at a time for educational purposes, have six-week loan and renewal periods, and have up to 40 holds at a time. Educator cards cannot be used for group access to Jackson County Library subscription databases and Interlibrary Loan.

Organizational Card

Organizational library cards are available to organizations that have a governing board and/or a business structure in Jackson County. Only one Organizational library card will be issued to an organization. Should the authorized person who signs the application leave the organization, the organization will continue to be responsible for all materials borrowed. Organizational library cardholders must have the card with them when accessing services at the Library. The organization library card expires annually on its issue date.

Organizational cardholders may access all library services, borrow up to 60 items at a time, have six-week loan and renewal periods, and may have up to 40 holds at a time. Organizational cards cannot be used for group access to Jackson County Library subscription databases and Interlibrary Loan.
Temporary Library Card

New residents or individuals who do not have two forms of identification may register for a Temporary Library card by presenting a completed library card application and one form of identification at any Jackson County Library Services Library branch. The temporary card expires in ninety (90) days and may be upgraded to a Full Service card when the cardholder can provide additional proof of residency within Jackson County.

Temporary library cardholders may access all library services, borrow up to 2 items at a time, check out most library materials for 21-day loan and renewal periods, have access to digital resources, and have up to two holds at a time. Temporary New Resident library cards may not be used for Interlibrary Loan.

Non-Resident Library Card

Non-Resident library cards are available to persons living outside of Jackson County who do not meet the residence/property ownership qualifications for full service cards, but who wish to have the privileges of the full service borrower. Non-residents must provide two forms of identification to establish proof of identity and proof of address.

Non-Resident cardholders may access all library services, borrow up to 60 items at a time, check out most library materials for 21-day loan and renewal periods, have access to digital resources and Interlibrary Loan services, and have up to 25 holds at a time.

Non-Resident library cardholders are charged an annual fee. Every person in the household may have a library card for the single fee. "Household" means a group of individuals who comprise a family unit and who live together under the same roof. There is no reduction in the fee for small households. Please see the Fee Schedule for current non-resident library card fee.

Homebound Library Card

Homebound library cards are issued to full service cardholders who receive library services through the Jackson County Library Services Outreach to Homebound Program. Homebound cards permit the same borrowing privileges as full service cards. To accommodate the nature of the outreach service and delivery cycle, however, items are checked out until the next scheduled delivery date.

Homebound cardholders may access all library services, borrow up to 60 items at a time, have access to digital resources, and have up to 25 holds at a time. Homebound library cards cannot be used for Interlibrary Loan.

Computer Access Card

Computer library cards are available to individuals who live within the Library’s service area, but otherwise do not have an active library card. The Computer Access card grants users access to
the internet and all databases through the public computer terminals in any Library branch, but cannot be used to borrow Library materials. No identification is required to obtain a Computer Access card, but birth date is required. Individuals must be 13 years old or older to have a Computer card.

**eCard**

An eCard library card is exclusively for use of the electronic resources offered by Jackson County Library Services, such as Library2Go, Hoopla, and online subscription databases. This card cannot be used to check out physical items in the Library. In order to become a Full Service Library Card holder, an individual must come to a Library branch and present the required identification and proof of residency. An individual may complete an online application to receive an eCard. Individuals must be 13 years old or older to have an eCard.

**RCC Faculty/Staff Card and RCC Student Card**

Please refer to RCC policies regarding faculty/staff and student cards.

### V. Circulation Parameters

<table>
<thead>
<tr>
<th>Item</th>
<th>Limits</th>
</tr>
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<tbody>
<tr>
<td>Loan period for most material types, including books, CDs, DVDs and audiobooks*</td>
<td>21 days</td>
</tr>
<tr>
<td>Loan period for mobile hotspots and magazines</td>
<td>14 days</td>
</tr>
<tr>
<td>Loan period for book club kits</td>
<td>42 days</td>
</tr>
<tr>
<td>Hold time on pick-up shelf</td>
<td>7 days</td>
</tr>
</tbody>
</table>

*The items may be automatically renewed for two additional 21-day loan periods if there are no active holds requests. “Hot Off the Press” items may not be renewed.

**Loan Periods**

The standard loan period for most Jackson County Library Services circulating materials is 21 days and two additional renewal periods – see “Circulation Parameters,” above. Patrons wishing to retain library materials longer than their normal check out period must renew the materials. Loan periods for special items are decided on a case-by-case basis.
Please see Fee Schedule for information regarding long overdue items.

VI. Replacement for Lost or Damaged Cards

Replacement library cards will be issued only to patrons who can establish proof of identity. Patrons may be asked to provide confirmation of address, in order to update the patron record, at the time a replacement card is issued.

If the parent/guardian of a minor child is not present at the time a replacement card is issued to his/her child, the parent/guardian will be notified that the child has received a replacement library card.

There is no charge for replacing a library card which has been lost or damaged beyond use. If an individual has lost or misplaced his or her library card, he or she must contact any Jackson County Library Services library branch immediately to report it as lost or stolen.

VII. Patron Identification Number (PIN)

A patron identification number (PIN) will be issued to the patron when a library card is issued. If a patron wishes to change the password, he or she may:

- Visit any Jackson County Library Services library branch in person
- Reset on his or her library account if there is a current email attached to the patron account

PINs are privacy-protected and kept confidential. Requests to change a PIN will not be made over the phone. Patrons should never share their card numbers with anyone whom they do not wish to have access to their patron records.

VIII. Patron’s Borrowing Responsibility

Patrons are responsible for all material checked out on their library cards. Library cards must be presented at the time of check out. Parents are fiscally responsible for all material checked out on their child’s card. If a library card is lost or stolen, the patron is responsible for all items checked out prior to the date the theft or loss is reported directly to a library staff person, either by phone or in person.

Patrons use library materials at their own risk. The library will not accept responsibility for damage that may occur to a patron’s audio/visual or computer equipment during use, or as a result of use, of library materials.
IX. Charges, Lost and Damaged Materials, and Exceptions

Lost or Damaged Materials

When a patron loses library materials or returns material that is damaged beyond repair, the patron will be charged the replacement cost of the item. See Fee Schedule for replacement costs.

Refunds of Payments for Lost or Damaged Materials

If a patron has paid for a lost item and finds the item within 6 months, the patron may request a refund of the payment, provided:

- The material is in good condition when it is returned to the Library;
- The refund is requested at the time the material is returned;
- The item is returned and the refund is requested no more than six (6) months after the payment was made.

Rogue Community College Overdue Fees

Rogue Community College (RCC) materials incur overdue fees. RCC Materials that are not returned will be billed to the patron’s library account. Please check with Rogue Community College for exact details in regards to overdue fees.

X. Interlibrary Loan

Purpose

The Library maintains a collection in Jackson County that is responsive to the needs and interests of its communities. It is not possible, however, for the Library to own every item that every person might want. Some items may be obtained from other libraries as Interlibrary Loans (ILL). An Interlibrary Loan is an item borrowed from another library system, either in Oregon or elsewhere in the country.

Eligibility

Jackson County Library Services residents and non-residents with a current Full Service library card are eligible for ILL services. Cardholders who have accumulated fees in excess of Library limits are not eligible for ILL services.

Materials

All types of materials may be requested, but audio, video, and genealogy items may be difficult to borrow. Recently-released titles are also not generally available through ILL.

Rules and Regulations

ILL materials can only be checked out on the library card of the person who requested them. It is the patron’s responsibility to pick-up and return ILL materials on time. The length of the loan
period is determined by the lending library. Patrons may have up to five (5) active requests at one time. Active requests are those at any stage of the Interlibrary Loan process: requested, in process, checked out, or on hold.

**Charges**

The Library always attempts to borrow from libraries who lend free of charge. If the lending library charges for ILL, the Library must receive authorization that the patron requesting the item is willing to pay the charge before continuing to process the request.

**Overdue and Damaged Material**

See the current Fee Schedule, Policy 5-6, for charges related to overdue or damaged ILL materials.