

Policy 5-2	Circulation Policy	Created: 4/2/2015 Revised: 11/28/2020 Approved: 1/14/2021 Implemented: 2/1/2021
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I. Purpose

This policy explains circulation parameters to maximize service and convenience for patrons 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 patrons.

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 determined by the type of card selected at registration.

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

- Borrow books, movies, music CDs, and other library materials
- Borrow items from the Library of Things collection
- 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
- Reserve meeting rooms and study rooms
- Borrow items through Interlibrary Loan

Access varies dependent on card type. Cards with fees of \$25.00 or more are considered to be not in good standing. Privileges are limited to the following services:

- Download eBooks, audiobooks, music, and videos
- Use online databases and resources
- Access public computers in the library

Non-Resident cards are considered to be not in good standing if membership fees are not paid in full. Non-Resident cards do not have any access if membership fees are not paid in full.

The Library has reciprocal borrowing and shares a library catalog with Rogue Community College (RCC). RCC shares its materials with some restrictions to access to Library patrons. Because RCC sets its own lending policies, please check with RCC for exact details in regard to fees and loan periods for its 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. Patron's Borrowing Responsibility

Patrons are responsible for all material checked out on their library 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 to library staff. Parents/guardians are fiscally responsible for all material checked out on their child's card.

Patrons use library materials at their own risk. The Library does not assume responsibility for damage that may occur during, or as a result of, use of library materials.

Library cards are proprietary: one card, one user. Personal library cards are all library cards for which the cardholder is the sole responsible party and items borrowed on the card are for their personal use. Patrons may have a second library card only if the second card is an Organization card.

Library cards must be presented when conducting library transactions regarding the patron's account unless the patron provides adequate information identifying themselves as the owner of the account.

Staff may only disclose account information to the primary cardholder even when a second party has the primary card holder's card or card number for the express purposes listed. Circumstances in which permission to use someone else's card may be granted are:

- Temporary use of the library card for the purpose of checking out reserved materials on behalf of the cardholder. Must have the library card or card number in-hand.
- Parent/guardian use of the library card for the purpose of conducting library business on behalf of the juvenile cardholder, according to the Age Permission Tiers.

IV. Patron Identification Numbers (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, they must have their library card, card number, or provide adequate information identifying themselves as the owner of the account.

V. Circulation Parameters

The following details the loan schedule for all material types. Some items automatically renew twice if there are no active hold requests. Patrons wishing to retain library materials longer than their normal check out period must renew the materials. The library may limit check out quantities by subject matter. Quantities of items checked out are determined by card type.

Loan period for items that automatically renew twice unless they are part of a special collection:

- Books—21 days
- CDs—21 days
- DVDs—21 days
- Audiobooks—21 days
- E-readers—21 days

Loan period for items that do not renew:

- Mobile hotspots—14 days
- Magazines—14 days

Library of Things

Library of Things items are available by reservation only and do not renew. Patrons may borrow two (2) LoTC items at a time.

- Items in the Library of Things collection.
 - Things—21 days
 - Book Club Kits—42 days

Held Items

- Notification of a held item's availability will include date of hold expiration.

Overdue Items

- See Fee Schedule for information regarding long overdue items.

VI. Charges, Lost and Damaged Materials and Exceptions

Lost or Damaged Materials

Patrons are responsible for either replacing or paying for lost library material or material damaged beyond repair. Patrons should contact their local branch before purchasing a replacement copy, as replacements must be approved by staff.

Refunds of Payments for Lost or Damaged Materials

If a patron has paid for a lost item and then finds it within six (6) months, the patron will receive a refund of the payment, provided the material is in good condition when it is returned to the library.

Replacement for Lost or Damaged Cards

Replacements for lost or damaged cards may be issued upon request at no charge to the patron.

VII. Age Permission Tiers

The Library safeguards the privacy of all patrons no matter their age. A parent/guardian may have access to a child's record for which they are the responsible party according to the following schedule. In all cases, a parent/guardian requesting access to a child's record for which they are the responsible party must have the child's library card or card number.

In all cases, Staff may not give access to the parent/guardian if the child has a Minor Access Card.

Ages 0-12

If the parent/guardian who is the responsible party on the child's library card shows ID and has the minor's card or card number, Staff may allow unrestricted access to the child's record.

Ages 13-17

Parents/Guardians may pick up held items for the child if the parent has the child's card or card number. Parents may have information that allows them to settle fees. No other information may be disclosed.

VIII. Types of Library Cards Defined

There is no charge for Jackson County residents to obtain a library card. See Fee Schedule for fees related to Non-Resident cards.

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

- Full Service
 - Adult
 - Juvenile

- Minor Access
- Organization
- New Resident
- Non-Resident
- At-Home
- Computer

For all card types, the library will provide reasonable accommodation for those who experience barriers resulting in the inability to be physically present during the acquisition of a card.

Full Service Cards

Adult

Any resident of Jackson County who is 18 years or older is eligible for a Full Service card.

To obtain a Full Service card, prospective patrons must represent themselves at the time of issue; cards may not be made on someone else's behalf. Prospective patrons must provide one form of identification and one document that shows proof of residency in Jackson County.

A Full Service card in good standing allows patrons access to all services provided by Jackson County including but not limited to:

- 60 physical items at one time (DVDs limit 25; magazines limit 10)
 - See circulation schedule for standard loan periods.
- 25 active holds at one time
- Library of Things Collection
- Downloadable ebooks, audiobooks, music, and videos
- Online databases and resources
- Public computers in the library
- Meeting rooms and study rooms (by reservation only)
- Interlibrary Loan

Full Service cards must be renewed every 2 years.

Juvenile

Any resident of Jackson County who is under the age of 18, and therefore legally considered a minor, is eligible for a Full Service card with permission from their parent or guardian. The parent/guardian is financially responsible for fees accrued on the child's card and for all items checked out on the child's card.

Parent/ guardian must be present at the time of creating the card*. The parent or guardian must have either a Full Service card or must provide one form of identification and one document that proves residency in Jackson County. A parent/guardian may obtain a Full Service card for their child if their child is not present. A parent/guardian may obtain a replacement Full Service card on behalf of their child if their child is not present. A parent/guardian may have access to their child's borrowing information without the child's permission if the child is 12 years old or younger and if parent/guardian has the child's card or card number. The only information that staff may disclose to a parent/guardian of a minor if the parent/guardian does not have their child's card or if the child is 13 years old or older is information that allows the parent to settle a fee.

A Juvenile with a Full Service card has almost all the same privileges of an Adult Full service card. A Juvenile Full Service card may not have access to the Library of Things Collection except where Library of Things policy dictates otherwise. See above for more information on the Full Service card's privileges.

*Minors may get a library card if parent/guardian is not present if library card is acquired through their school/educator. In such cases the Library will assume that the school/educator has obtained necessary permissions from the parent/guardian.

Minor Access Card

Residents of Jackson County below age 18, and therefore legally considered minors, who do not already have a library card and who either choose not to seek or do not have access to parent/guardian permission, are eligible for a Minor Access card.

Minor Access cards will not accrue fees; therefore, it is not necessary for a parent or guardian to be financially responsible. All borrowing privileges of physical materials will be suspended when items are overdue or become lost until the items are returned or another resolution is reached.

A parent/guardian may not acquire replacement cards on behalf of their child if the card is a Minor Access card.

A Minor Access card must be renewed every 2 years.

A Minor Access card in good standing may have access to:

- 2 items at one time
 - See circulation schedule for standard loan periods.

- Downloadable ebooks, audiobooks, music, and videos
- Online databases and resources
- Public computers in the library*
- Study rooms

A Minor Access card may not have access to:

- Meeting rooms
- Library of Things Collection
- Interlibrary Loan

A Minor Access card may be upgraded to a Full Service card with the permission of a parent or guardian or when the patron turns 18. *Patrons with Minor Access cards who are 12 and younger may not have access to the internet on public computers in libraries.

Organization Card

Organization cards are available to any current Full Service Card holder who is representing an organization located within Jackson County. Materials borrowed on the card are for express use on behalf of the organization.

Organization cards are considered a type of Full Service card. Organization cards will be issued to a responsible party representing the organization. The library will not limit the number of responsible parties per organization. The responsible party is responsible for all materials and for fees accrued on the card, even if they leave the organization. The responsible party must notify the Library when they leave the organization and return all materials associated with the card.

Organization cards are available but not limited to:

- Those representing an education or childcare establishment
 - Schools
 - Teachers
 - Preschool teachers
 - Daycare providers

- Businesses
- Nonprofit Organizations

An Organization card may have access to:

- 60 items at one time (DVDs limit 25; magazines limit 10)
 - Items have 6-week loan and renewal periods.
- 25 active holds at a time
- Library of Things Collection
- Downloadable ebooks, audiobooks, music, and videos
- Online databases and resources
- Public computers in the library
- Meeting rooms and study rooms
- Interlibrary Loan

New Resident Card

New Resident cards are available to persons in the process of moving to Jackson County or who are still getting established in Jackson County and cannot immediately prove residency. To obtain a New Resident card, prospective patrons must be present at the time of issue, provide ID, and show proof of a valid mailing address. The valid mailing address does not have to be in Jackson County. The New Resident card will be upgraded to a Full Service card when the cardholder can provide proof of residency within Jackson County.

New Resident cards will expire after 90 days. New Resident cards may not be renewed until proof of address has been provided.

New Resident Cardholders may have access to:

- 2 items at a time
 - See circulation schedule for standard loan periods.
- 25 active holds at a time
- Downloadable ebooks, audiobooks, music, and videos
- Online databases and resources

- Public computers in the library
- Study rooms

New Resident cardholders may not have access to:

- Meeting rooms
- Library of Things Collection
- Interlibrary Loan

Non-Resident Library Card

Non-Resident 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 a Full Service borrower. Non-Resident cards in good standing are a Full Service card. To obtain a Non-Resident card, prospective patrons must be present at the time of issue, provide one form of ID, and show proof of a valid mailing address.

Non-Resident library cardholders are charged a 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 card fee.

A Non-Resident card in good standing allows patrons access to all services provided by Jackson County including but not limited to:

- 60 items at a time (DVDs limit 25; magazines limit 10)
 - See circulation schedule for standard loan periods.
- Downloadable ebooks, audiobooks, music, and videos
- 25 active holds
- Online databases and resources
- Public computers in the library
- Study Rooms

Non-Residents must pay for a full year to have access to the following:

- Library of Things Collection
- Meeting rooms
- Interlibrary Loan

At Home Services Card

At Home Services cards are available to Jackson County residents who are confined at home or in a health care, retirement, or assisted living facility. To qualify, patrons must be permanently or temporarily disabled due to age or illness or have difficulty coming to the library or carrying books. Prospective patrons who are interested in this option must contact the At Home Services Department.

At Home Services cards may have access to:

- 60 items at a time (DVDs limit 25; magazines limit 10)
 - Material loan periods are based upon the At Home Services delivery schedule.
- Library of Things Collection
- 25 active holds
- Downloadable ebooks, audiobooks, music, and videos
- Online databases and resources
- Public computers in the library
- Meeting rooms and study rooms
- Interlibrary Loan

Computer Access Card

Computer Access cards are available to individuals who reside in Jackson County but do not have an active library card of any other type or to individuals who only need access to public computers within the library. To obtain a Computer Access card, prospective patrons must be 13 years or older and give their name and birthdate. Further identification will be accepted but is not required to obtain a Computer Access card.

Computer Access cards must be renewed every 2 years.

Computer Access cards have access to:

- Public computers in the library
- Online databases and resources
- Downloadable ebooks, audiobooks, music, and videos

No other library services are available to a Computer Access cardholder.

RCC Faculty/Staff Card and RCC Student Card

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

IX. 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

See card types for eligibility. Cardholders not in good standing are not eligible for ILL services.

Materials

Book and audiobooks may be requested through ILL; genealogy items may be difficult to borrow. Titles released within the past 12 months may not be requested through ILL but may be requested for purchase through the Suggest a Purchase form.

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. The library may limit the number of active requests a patron may have 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.