



CABARRUS COUNTY PUBLIC LIBRARY CIRCULATION POLICY

The mission of the Cabarrus County Public Library is connecting Cabarrus County citizens with information and resources that educate, enrich, and empower.

Our system strives to be an organization that represents community differences, acknowledges and works to eliminate barriers to services and information, and moves from theory to practice in creating an environment that is inclusive to all.

The purpose of this document is to outline Cabarrus County Public Library's policy regarding library registration and terms of service.

I. Library Cards: Eligibility & Registration

A Cabarrus County Public Library card must be presented at any library in the county to check out materials or use the Internet. A photo ID may be used if the patron's library card is not present.

Eligibility may be established with the following:

- a current photo ID, other official photo identification with pre-printed name and address

OR

- if the current address is not shown on any of the above, then checks imprinted with address, or an official (government, utility or billing company) piece of dated mail with resident's name can be used along with the Driver's License or photo identification

A. Patron Types

Library cards will be issued according to the following patron types:

1. Youth

Children and juveniles under 18 will be issued a Youth card. To establish eligibility to obtain a library card, the child's parent or legal guardian must furnish above proof of identification and address. The adult who takes responsibility for the child is responsible for all items checked out, fees, etc. The responsible party must have a library card before a card will be issued to the child. Internet usage is restricted to ages 13 and up without written or verbal approval of a parent/legal guardian.

Juveniles ages 16 and 17 may provide the required proof of identification and address to establish eligibility themselves without a responsible party.

2. Adult

Persons age 18 and older will be issued an adult card with the required proof of identification and address.

If an adult is not able to provide correct proof of identification and address then a parent or legal guardian may provide that information and sign as the responsible party. Those accounts will be linked together.

B. Residency

1. Cabarrus County Residents

- a. All county residents age 5 or older are eligible for free library cards. A NC driver's license or NC ID with current address is required. Out-of-county residents who own property and pay taxes in Cabarrus County will need to present a business license or tax statement that shows the address of their Cabarrus County property.
- b. Residents of Cabarrus or Rowan County who have a driver's license (NC or out of state) that do not have the correct address must also present other documentation verifying address (lease, bill, check book, etc.).

2. Non-Residents

- a. **Free Registration.** Residents of Rowan County, employees of Cabarrus County, and students and educators at educational institutions within Cabarrus County are eligible for a free library card. A valid NC driver's license or photo ID with current address is required. Proof of employment or a student ID will be required as applicable. If a minor not residing in Cabarrus County attends a Cabarrus County, Kannapolis City, or county-based educational institution, they are entitled to a free card, along with one designated legal guardian, regardless of county residency.
- b. **Annual Fee.** Individuals not represented above are eligible for a library card for an annual fee of \$25.00. A driver's license or photo ID with a current address is required.

3. Limited Checkout

- a. Cabarrus County residents living in shelters, group homes, or other eligible circumstances may be issued free Library Cards upon approval of a supervisory staff member, and will be limited to five items checked out at a time, in addition to Internet access for eligible applicants (ages 13 and up).

C. Other Card Types

1. Internet Only Card

An Internet Only card will be issued to individuals 18 years and older who do not have proof of current address. They must have a picture ID. Internet Only cards cannot be used to checkout library materials.

2. Student

Established partnerships with various schools within Cabarrus County may grant access to digital library resources with student ID numbers, or an alternate ID. These cards may not be used to check out physical materials, but may be used to access the internet at a library facility, in accordance with policy.

D. Card Renewal

Most library cards will require renewal every three years, to ensure information is accurate and current. Patrons are responsible for updating name changes, address changes, etc. as they occur; proof of address will be required to renew a card if the address has changed. A youth card may be updated by the responsible party without the child being present. Card renewals may be done over the phone or in-person at any library location.

All linked cards will be updated at the same time except for non-resident fee cards. Non-resident cards and Limited Checkout cards will expire annually.

E. Replacement Cards

The charge for replacing a damaged, lost or stolen card is \$2.00. Cardholders are responsible for all materials charged to their cards up to the time when they report their card missing. When requesting a replacement card the card holder must provide proof of identification and address as stated in section I. *Library Cards: Eligibility & Registration*.

F. Right to Refuse Card Applications

The Library reserves the right to refuse to issue library cards if other members of the household have been denied borrowing privileges.

II. Loan Periods and Limits

The following loan periods and limits have been established to provide library users with an adequate amount of time to both use library materials and return them so that they are available in a reasonable amount of time for other users.

A. Loan Periods

Most circulating items are checked out for 28 days with the following exceptions:

- DVDs – 14 days
- Launchpad Tablet—14 days
- New Adult Books – 14 days
- Magazines—14 days

B. Limits

A maximum of 50 items may be checked out to a card at any time, with the exception of cardholders in the Limited Checkout category, which are limited to five (5) items at a time. The following limits apply to all cardholders:

- DVDs – limit of 6
- Launchpad Tablet—limit of 2 (limited to checkout on an adult card in good standing, only)
- Audiobooks/Playaways – limit of 6
- Music CDs – limit of 6
- Magazines – limit of 6

C. Renewals

Most items can be renewed twice. Items with existing holds may not be renewed.

Items may be renewed online (with library card number and PIN), in person at any library location, or by phone.

D. Non-Circulating Items

For preservation and access purposes, certain items may not be checked out:

- Newspaper titles
- Reference books

E. Return of Items

Items may be returned to any Library in the Cabarrus County system, regardless of where items were checked out. They may either be brought into the Library during business hours or placed in the outside drops 24 hours a day, with the exception of Launchpad Tablets, which should be returned in-person to a circulation desk. Items that have multiple elements must be returned in their entirety to be checked in (such as items with multiple disks, charging cables, auxiliary cables, etc.).

Patrons are responsible for materials until they are checked in.

Patrons who return items in the outside drops before entering the Library may be required to wait until the drop is emptied to checkout if they have reached the limit for certain material types.

III. Patron Responsibilities

A. Responsibility

Library users are responsible for all materials checked out on their card or on the cards of children for whom they have assumed responsibility. If library users allow others to check-out materials on their card, those materials are still the responsibility of the card owner. Lost cards should be reported immediately; library users are responsible for all materials checked out on their card up to the time that they report the card as lost.

B. Overdue notices

Courtesy reminders are sent via email (to those with a valid email address) four days before an item is due. Overdue notices are delivered by email, or automated telephone, **7, 14, and 30** days after an item is due. Overdue notices are sent as a courtesy. Patron accounts will be blocked if items are not returned within **14 days** of the due date. After **60 days**, any overdue items will be declared lost and the patron will be charged for each item.

C. The Safekeeping of Materials

Patrons are responsible for the safekeeping of materials checked out on their library card.

1. Lost Materials

Patrons who lose materials will be charged the list price of the book at the time it was purchased. Items are considered lost after 60 days.

2. Damaged Materials

When materials are damaged, or returned with missing elements, there will be a charge for the cost of replacement. If a patron is required to pay for a replacement, they may keep the damaged item.

These costs will be determined by library staff. The “Costs Associated with Repairable Damage” chart will be referenced for costs associated with damaged/lost materials, and may be found below.

Costs Associated with Repairable Damage

BOOKS		
	Full Replacement	Retail Price
	Barcode	2.00
	Book Cover (Mylar Cover)	2.00
AUDIOVISUAL		
Launchpad Tablet	Full Replacement	120.00
Wonderbooks	Full Replacement	Retail Price
Playaways	Full Replacement	Retail Price
Launchpad/Wonderbooks/Playaways	Bumper/Protective Cover	10.00
	AC Adaptor	10.00
	USB Cord/Charging Cord	10.00
	Carrying Case	10.00
Music CDs	Case Replacement	5.00
Audiobooks	Full Replacement	Retail Price
	Case Replacement	10.00
	Individual Disc Replacement (based on availability)	10.00
DVDs	Full Replacement	Retail Price
	Case Replacement	10.00
REPLACEMENT COST FOR LOST/DAMAGED CDs		
Audiobook discs may be replaced at a cost of \$10.00 per disc for up to two discs. If more than two discs in a set are damaged, replacement of the entire collection will be charged.		

3. Replacement Copies.

The library will accept replacement copies of lost/damaged items that meet the following criteria:

- The replacement item is new and unopened (in the case of media replacements)
- The replacement item is identical in format to the item lost/damaged, including format (hard or soft cover), ISBN number, edition, etc.

Library staff reserves the right to refuse any replacement item that does not meet the standards above. A processing fee of \$5.00 per item will be charged to the patron’s account upon acceptance of replacement items. Any replacement charges for a lost/damaged item will be waived upon the acceptance of a suitable replacement item.

To ensure a replacement copy is acceptable, patrons are strongly encouraged to consult a library staff member before submitting an item for consideration.

4. Launchpad Tablets

Launchpad Tablets are a special circulating item that require extra care on behalf of the patron. Each unit is checked out as a kit that includes the tablet, carrying case, AC adapter, and USB cable. Patrons are responsible for the safe return of each item included in the kit. Tablets must be charged upon return. Library is not responsible for any information retained on device upon return (accessibility to personal information is limited; Launchpad tablets do not connect to the internet or require personal information for use but may retain information regarding game play and/or lesson progress).

5. Natural Disaster or Unforeseen Circumstance

If materials are damaged or lost due to a natural disaster or some unforeseen event (fire, flood, storm, theft, death, etc.), a written request for amnesty may be approved by a library manager with proof of disaster or death.

6. Forms of Payment

The Library will accept the following forms of payment

- Cash or money orders.
- Personal check made out to the "Cabarrus County" for the exact amount of the fines.
- Credit cards.
- Online payments through the library's online catalog.

7. Refunds

Patrons returning lost items are eligible for a refund if the item is returned within six months of original payment, and is in shelf-ready condition. The refund will equal the price they paid for the item. Refunds will be issued by the County Finance department.

IV. Special Services

A. Holds

Any circulating item may be placed on hold at the request of a patron. When it is available, the patron will be notified and be given seven calendar days to pick up the item. Holds are limited to fifteen per card at any one time (note: Limited Checkout cards are limited to one hold at any one time).

Items may be placed on hold the following ways:

- online – with library card number and PIN
- in person at the circulation desk
- by phone

Holds may be placed on cards with a blocked status, but the account must be cleared before items may be checked out.

B. Inter-Library Loan (ILL)

Cabarrus County Public Library borrows materials for its patrons from other libraries in North Carolina, the Southeast or wherever materials are available.

- Inter-Library loan service is available to Cabarrus County Public Library patrons with a library card in good standing.
- Most libraries will not loan recently published (last 12 months), high demand or rare items.
- Patrons are responsible for paying for the postage required to send the item back to the lending institution, which will be charged at a flat rate of \$3.00 per item for standard materials. Special materials, such as microfilm or historical resources, may require an additional cost.
- Materials that are in the Cabarrus County Public Library collection will not be borrowed from other libraries unless the material is deemed lost.
- Interlibrary loan requests are generally filled in 10-14 days, but occasionally can take longer.
- The due date is set by the lending library.
- Requests for interlibrary loan renewals must be made one week before it is due. Requests for renewal must be made directly to the Inter-Library Loan department. Renewals are granted by the lending institution and cannot be made automatically.
- There is a charge of \$1.00 per day for each item overdue.

C. Personal Identification Number (PIN)

A PIN will be assigned to patrons upon registration. The PIN will allow the patron to access their account online to renew items, place holds and view other account information.

Patrons may request a PIN in the following ways:

- in person at the circulation desk – with library card
- by phone – with library card number
- online catalog – a PIN may be changed by the card holder

V. Denial of Borrowing Privileges

- To ensure that no one library user accrues an excessively high fine and that loss of materials stays minimal, library users will have their borrowing privileges denied when they have one item that is overdue by 14 days.
- The Library reserves the right to prohibit the use of a library card if any card linked to that card has an excessive balance and/or overdue items (more than 14 days old) checked out on the library card.

VI. Confidentiality of User Records

The Library shall not disclose any Library record that identifies a person having requested or obtained specific materials, information, or services, or as otherwise having used the Library, except as provided under these circumstances:

- When required by the Library for Library operation
- With written consent of the user; and/or
- Pursuant to a subpoena, court order, or where otherwise required by law. All subpoenas, court orders, etc. should be directed to the Library Director.