

III. BORROWER'S POLICY

A library card is necessary to **borrow** materials from the West Plains Public Library. In order to receive a library card you must:

- a. complete an application;
- b. provide:

1. name
2. date of birth
3. proof of current address
4. telephone number
5. a valid form of government issued identification - **ONE of the following:**

**Valid drivers' license, *State ID, *Medicaid/Medicare card, *Veterans card, *Voter registration card, *Birth certificate, *Military ID or discharge, *Naturalization papers, *Passport.*

Post office boxes are acceptable as mailing address only and may not be used as proof of residency. A person using a post office box as a mailing address must also provide the library with written proof of an actual physical address.

All applicants must fall into one of the following classifications:

A. RESIDENT CARD

Any person, 17 or older, may receive a library card and will not be charged a membership fee, who:

- a: resides inside the city limits as established by presentation of proper identification and proof of address, or;
- b: owns a business inside the city limits of West Plains as established by presentation of a current West Plains City Business license, or;
- c: does not reside inside the city limits of West Plains but owns real estate inside the city limits of West Plains and provides proof of payment of the current real estate taxes.

B. CITY EMPLOYEE CARD

Any person working for the city of West Plains may obtain a library card, regardless of where the employee resides. The employee must bring proof of current employment, such as ID badge or check stub.

C. NON-RESIDENT CARD

Any person, 17 or older, who does not reside inside the city limits of West Plains and does not pay city real estate taxes, who can provide proper identification and proof of address, may obtain a library card for a non-refundable annual fee of twenty-five dollars (\$25.00) per household.

D. INTERNET ONLY CARD

Any person, 17 or older, who does not reside inside the city limits of West Plains and does not pay city real estate taxes, who can provide proper identification and proof of address, may obtain a library card with Internet only privileges for a fee of one dollar for the library card. Any juvenile, who does not reside inside the city limits of West Plains, and who is authorized by a parent or guardian who is a current internet only card holder, may receive a library card for a fee of one dollar.

E. MSU STUDENT CARD

Any person attending MSU West Plains campus, who provides a local and a permanent address and valid student identification, may receive a library card for the duration of their enrollment at MSU-WP without membership fee. Such student shall provide proof of such enrollment for each semester by providing a copy of their current class schedule. The library card will expire with any gap in enrollment at MSU-WP.

F. MSU FACULTY/STAFF CARD

Any person, regardless of residence, who is **employed** by MSU-West Plains and provides proof of current address and proof of MSU employment, may receive a library card without membership fee. This privilege **does not** extend to families of faculty and staff.

G. TEMPORARY CARDS

Any person residing temporarily in West Plains may obtain a six-month library card for a non-refundable fee of twelve dollars and fifty cents (\$12.50). Local address, local phone number, permanent address and a local reference or contact person must be provided.

H. TEMPORARY CARDS/GUARDIAN

Any person, 17 or older, who has a legal guardian may receive a six-month library card. If they reside inside the city limits there is no charge. If they reside outside the city limits they may obtain a library card for a non-refundable fee of \$12.50. The card will be expired in six months to check the current guardian status. Local address, phone number, and a contact person must be provided. The legal guardian contact information will be given to the Director so that a permission letter can be sent. If permission is declined, the applicant can receive an INET only card. If permission is given, the applicant can be issued a card upon request.

I. STAFF CARDS

All library staff, full or part-time, are eligible for a library card, regardless of residency, without membership fee.

J. JUVENILE CARD

Any person, under the age of 17, authorized by a parent or guardian who is a current card holder, may receive a library card without additional cost.

All patrons are responsible for notifying the library of any changes of address, phone number, name or other patron information. If there is a change in status regarding a resident or nonresident, as defined above, the patron must provide proper proof of the change in category.

There will be one dollar (\$1.00) per card replacement fee for any lost or damaged library cards.

EXPIRED LIBRARY CARDS

All patron information will be verified and updated as necessary at the time a library card is renewed. All fines and/or other fees must be paid in full before any materials can be checked out.

CHECK OUT

Patrons **MUST** present their library card to check out items.

All fines and/or other fees must be paid in full before any materials can be checked out.

A total of fifty (50) items may be checked out at any one time per resident, nonresident, MSU, and staff card. Juvenile cards may have a total of twenty-five (25) items checked out at any one time. Temporary cards may have a total of ten (10) items checked out at any one time.

| ITEM | LOAN PERIOD | RENEWALS |
|---------------|-------------|----------|
| Audio Books | 14 days | one |
| Books | 21 days | one |
| Magazines | 21 days | one |
| New Books | 14 days | one |
| Videos | 7 days | none |
| Fishing Poles | 14 days | none |

A maximum of six (6) videos may be checked out per card for 7-day check out.

A maximum of four (4) audios may be checked out per card.

HOLDS

If a patron wants to use an item that is currently checked out, a hold may be placed by the patron either in person or by phone. The library will be happy to call or mail a notice when the item is available. Please have your library card ready when placing holds. A maximum of ten (10) holds per card may be placed per resident, nonresident, juvenile, MSU and staff card. A maximum of two (2) item holds may be placed per temporary card. Items will be held for patrons according to the following:

| ITEM | HOLD PERIOD |
|---------------|-------------|
| Audio | 7 days |
| Books | 7 days |
| Maps | 7 days |
| New Books | 7 days |
| Videos | 7 days |
| Magazines | NO Holds |
| Fishing Poles | NO Holds |

RENEWALS

Library materials may be renewed by phone or in person. Please have your library card ready when renewing. Your library card barcode is the most accurate way to complete this task. Overdue materials may be renewed. Applicable fines will be charged.

MICROFORMS

Microforms are for in-house use only. A patron must present a valid driver's license, which will be held during the usage of the material. After the material has been returned and checked for damage, the driver's license will be returned to the patron. The removal of microforms from the library is restricted to use by other libraries, with the consent of the Librarian. Individual patrons may not remove microforms from the library.

OVERDUES

The library has no obligation to remind patrons to return library materials. The library sends reminder notices as a courtesy to patrons. Library materials are overdue if returned after the due date. Fines begin on the day following the due date. Materials returned in the book drop must be returned before opening hours to be considered not overdue.

Fines are ten (10) cents per day per item for each day the library is open except for fishing poles. Fines for fishing poles are twenty-five (25) cents per day.

OVERDUE MATERIALS PROCEDURE

When an item is two weeks overdue, the patron will be sent a first overdue notice stating author, title (if applicable), and due date.

When an item is four weeks overdue, the patron will be sent a second overdue notice stating author, title (if applicable), due date and a second notice message.

When an item is six weeks overdue, the patron will be sent a final overdue notice, by certified mail, stating author, title (if applicable), and a final notice message. Item(s) may not be renewed after receipt of the final notice.

FINAL NOTICE MESSAGE:

Retaining library materials is a violation of West Plains City Ordinance Sec. 58-117, Offenses and Miscellaneous Provisions, Detaining Library Materials, which provides for prosecution for theft of library materials. If these items are not returned immediately, West Plains City Ordinance Sec. 58-117 requires this matter may be submitted to the Municipal Division of the Howell County Circuit Court. Any restitution associated with a filed complaint must be paid to the library in cash, cashier's check or money order.

If a patron pleads guilty, or is convicted for violation of the City of West Plains Municipal Ordinance, section 58-117 (Detaining Library Materials), that individuals borrowing privileges with the Library shall be suspended as follows:

First time

\$25 administrative fee

Borrowing privileges suspended until restitution paid per Borrower's policy, section 3

Second time

\$50 administrative fee

Borrowing privileges suspended until restitution paid per Borrower's policy, section 3

Third time and thereafter

\$100 administrative fee

Borrowing privileges suspended during period of court probation

If fine or jail time instead of probation, then policy is to not allow borrowing privileges for

Two-year period following conviction.

OVERDUE VIDEO AND FISHING POLE PROCEDURE

When a video or fishing pole is one week overdue, the patron will be sent an overdue notice stating number, title and due date.

When a video or fishing pole is two weeks overdue, the patron will be sent an overdue notice stating number, title, due date and a second notice message.

When a video or fishing pole is three weeks overdue, the patron will be sent a final overdue notice, by certified mail, stating number, title, due date and a final notice message.

LOST OR DAMAGED MATERIALS

Unless the library card has been reported lost or stolen before the date when materials were checked out, the registered patron is responsible for all lost or damaged materials charged to the card. If you believe you have lost library materials, please contact the library immediately for replacement cost. If overdue materials are lost, overdue fines plus replacement cost for the material will be charged. When library materials are lost the responsible patron has thirty (30) days to pay for the item(s) and any additional charges, after which time the matter will be submitted to the Municipal Division of the Howell County Circuit Court.

Charges for lost or damaged barcodes, video cases, audio cases, or hanging bags will be replacement cost.

Patrons who have paid for lost materials which are subsequently found may receive a refund when the material is returned with paid receipt in an acceptable condition as determined by the library staff.

Refunds for materials lost for more than one year will be made when materials are returned with paid receipt, if in acceptable condition and if material is still of value to the library's collection, as determined by the library staff. No refunds for any charges will be issued to patrons whose overdue materials have been submitted to Municipal Court for collection.

UNRESOLVED FINES PROCEDURE

When a patron has more than ten dollars (\$10.00) in fines, a notice will be sent.

UNRESOLVED FINES MESSAGE:

Library records show that the following charges have not been paid. Please resolve these charges at the circulation desk as soon as possible. If you have already paid these charges, please disregard this notice. Thank you.

The West Plains Public Library Fee Schedule applies to all patrons and borrowers choosing to use the resources of the West Plains Public Library and that Fee Schedule set forth in Section XVII of the West Plains Public Library Policy Manual is incorporated by reference as a part of this Borrower's Policy as it were fully set forth herein verbatim.

XIX. FEE SCHEDULE

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|-----------------------------------|--|
| Annual Rural Membership | \$25.00 |
| Insufficient Funds Returned Check | \$25.00 |
| Library Card Replacement | \$ 1.00 |
| Interlibrary Loan | \$2.00 per filled request plus cost of return postage \$5.00 per filled request from Non Courier Library. |
| Fines | \$.10 per day per item for each day the library is open, except for fishing poles. \$.25 per day per fishing pole for each day the library is open. |

Charges for lost or damaged barcodes, video cases, audio cassette cases, or hanging bags will be replacement cost for the item.

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| Certified final notice letter | Current United States Postal Service rate |
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| FAX | \$ 2.00 1 st page \$1.00 each additional page |
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| Copies | \$.20 each |
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| Prints from color printer | \$.50 each |
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| Laminating | 8 ½ x 11 | \$ 1.75 each |
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| | 11 x 17 | \$ 2.25 each |
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| | Poster | \$ 4.00 each |
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| Community Room | \$10.00 per hour |
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Borrowers Policy amended by the West Plains Public Library Board of Trustees, September 15, 1999. Mike Newton, President. Borrower's Policy amended by the West Plains Public Library Board of Trustees, June 17, 2013, Autumn Shirley, President. Borrowers Policy amended by the West Plains Public Library Board of Trustees, October 21, 2013, Autumn Shirley, President. Borrowers Policy Amended by the West Plains Public Library Board of Trustees, April 16, 2015, Autumn Shirley President.

Policy revised at the February 12, 2018 meeting of the West Plains Public Library Board of Trustees, Autumn Shirley presiding. Policy revised at the February 10, 2020 meeting of the West Plains Public Library Board of Trustees, Denise Estes presiding.

Policy revised at the July 13, 2020 meeting of the West Plains Public Library Board of Trustees, Heather Kamps presiding.

Policy revised at the July 21, 2016 meeting of the West Plains Public Library Board of Trustees, Autumn Shirley presiding. Policy revised at the March 11, 2019 meeting of the West Plains Public Library Board of Trustees, Cindy Moore presiding. Policy revised at the Sept. 14, 2020 meeting of the West Plains Public Library Board of Trustees, Heather Kamps presiding.