I. INTRODUCTION

a. The Cardington-Lincoln Public Library (CLPL or "the library") maintains a Circulation Policy and applicable procedures to ensure that all patrons are provided with consistent services from library staff members and that every patron has clear expectations of their rights and responsibilities as a CLPL cardholder.

b. CLPL is a member of the Consortium of Ohio Libraries (COOL). Only one card is permitted per individual and the card will be honored at any COOL member library for the circulation of materials. Because each member library has their own governing board, their circulation policies may differ from CLPL. The location of the checkout workstation will determine the circulation policy applied to the materials borrowed.

II. ELIGIBILITY & REGISTRATION

a. All Ohio residents are eligible for a free CLPL library card to access any library service.

b. Registering for a library card must be done in person. Exceptions can be made, as in the case of people who are disabled and unable to come to the library.

c. Registering requires photo identification, proof of address, and a completed signed *Library User Application.*

   i. Photo identification is defined as an item containing a photo of the applicant with the first and last name of the applicant. Examples include a valid driver's license, a state identification card, a student identification card, a military identification card, or a passport.

   ii. Proof of address is defined as an item containing the current location of the applicant's residence. Examples include photo identification, a check or a utility bill in the applicant's name.

   iii. By signing the *Library User Application*, applicants certify that the information they provided is true and correct and that they agree to obey all CLPL policies. The library reserves the right to withdraw borrowing privileges from any patron providing the library with false registration information.

d. Temporary privileges will be granted to applicants unable to provide proof of address at the time of application.

   i. Patrons with temporary cards may only borrow two items at a time.

   ii. Patrons with temporary cards may not borrow mobile hotspots or SmartBooks™.

   iii. Temporary cards expire after 30 days.

III. YOUTH REGISTRATION

a. A parent or guardian may obtain a library card for their child ages 0 to 17 by providing a valid form of identification and signing the *Library User Application*.

   i. The parent/guardian must be a library cardholder. The child must be present at the time of registration.

   ii. By signing the application, the parent/guardian assumes responsibility for all materials and any fees incurred through the use of the child's card.

   iii. The parent/guardian may restrict the child's borrowing privileges in three ways:

      1. By accompanying the child as materials are selected.

      2. By indicating on the *Library User Application* that the child may not use library computers.

      3. By indicating on the *Library User Application* that the child may not borrow library DVDs.

b. Youth ages 14 to 17 unaccompanied by a parent/guardian may obtain a library card by presenting photo identification, proof of address, and a completed signed *Library User Application.*

   i. The parent/guardian will not be contacted when their child has registered for a card.

   ii. The parent/guardian may later inactivate the card, restrict library computer use, or restrict DVD borrowing.

c. The library reserves the right to tie youth accounts to the parent/guardian account for ease in the management of a family's accounts for both the patron and library staff members.

d. The Library Director and Youth Services Librarian retain the right to modify the registration process for youth in situations where the above policy does not apply.

IV. BORROWING PRIVILEGES

a. Patrons of CLPL have access to the collections of all COOL member libraries. Some limitations may apply.

b. Any cardholder, regardless of age, may borrow any circulating item in the library's collection, unless:

   i. Fees of $10 or higher exist on the account. ($5 if a temporary card has been issued.)

   ii. A parent/guardian has placed one of the restrictions listed in III(a)iii.

iii. An age restriction exists for a specific material type, i.e. bicycles and hotspots.

iv. Under no circumstances will an R-rated DVD be loaned to youth under the age of 18.

c. In an effort to eliminate barriers to using the library, overdue fines are not imposed for late materials other than for special equipment. Replacement fees for items not returned will be charged to the patron's account as described in VII(b).

d. Checkout Limits (per account)

	Individuals	Educators	Institutions
Total Items	15	50	100
DVDs	4	4	8
Bicycles	1	1	1
Hotspots/SmartBooks™	1	1	1

e. Loan Periods and Renewals

Material Type	Loan Period	Number of Renewals	Age Restriction
Audiobooks	3 weeks	2	
Books	3 weeks	2	
DVDs (Youth & Movies)	1 week	1	See IV(b)iv
DVDs (TV series)	2 weeks	1	See IV(b)iv
DVDs (Non-fiction)	2 weeks	1	
Great Courses	4 weeks	2	
Magazines	2 weeks	1	
Music CDs	2 weeks	1	
Bicycles	Same day	0	14+
Hotspots/SmartBooks™	1 week	0	18+

i. Loan periods and number of renewals are determined according to demand for the material, appropriateness of use, and value of the material.

ii. An item will automatically be renewed unless a hold has been placed on the item or the item's allotted number of renewals has been exhausted. Library accounts with a valid phone carrier or email address will receive notifications regarding automatic renewals.

iii. Renewals are granted for the length of the item's loan period based on the calendar date on which the item is renewed.

iv. If no renewals remain, an item may be returned and then immediately checked out again unless a hold exists on the item. This action must be done in person.

v. When the due date falls on a day the library is closed (i.e. holiday) the due date will be the next day the library is open for business.

vi. An overdue mobile Hotspot or SmartBook™ will be immediately disabled by placing it in a suspended status. Patrons with three suspensions within a one-year time frame will lose the privilege to borrow Hotspots and SmartBooks™ for a period of 3 months.

f. Holds

i. Patrons may request holdable materials from any COOL member library in person, by telephone, or online. If placing the hold by telephone, patrons must provide their library card number; if the patron does not have the library card number available, they must provide their name and one additional identifier matching the information on their account (i.e. date of birth or email).

ii. Requested materials will be delivered to the patron's COOL member library of choice. Hotspots and SmartBooks™ may only be checked out at CLPL. Only patrons whose home library is CLPL may place a hold on a CLPL mobile Hotspot or SmartBook™.

iii. Patrons can choose how they wish to be notified when the item is available for pick up.

iv. The library is not obligated to hold items more than 3 days after the patron has been notified of the availability of the item.

v. Patrons may cancel, suspend, reactivate holds, and make other modifications to holds.

g. Returning Items

i. Any item other than bicycles, mobile hotspots and SmartBooks™ may be returned to any COOL member library.

ii. The library maintains an outdoor drive-up drop box for the patrons' convenience.

iii. Hotspots and SmartBooks™ cannot be returned to the outdoor drive-up drop box. Hotspots and SmartBooks™ must be returned inside the library during open hours. The borrowing patron will be charged the replacement cost of any library materials lost due to the return of these items through the outdoor drive-up drop box.

iv. All items returned in person should be placed in the indoor book drop to ensure proper handling. Do not leave items on a counter.

h. Notices

i. Receipts listing items out and due dates are printed at the time of checkout. Receipts are also available upon request.

ii. Hold notices communicate when materials are ready for pick up. The options for receiving hold notifications are by text, email, and phone.

iii. Renewal notices communicate whether or not items that have reached their due date were able to be automatically renewed. The options for receiving renewal notifications are by text and email.

iv. Overdue notices are reminders that items need to be returned to the library. They are sent at 7, 14, and 21 days past the due date. The options for receiving overdue notifications are by text and email. When no email or SMS information exists on the account, overdue notices are sent by U.S. mail.

v. Billings are overdue notices sent 28 days past the due date and notify the patron that the cost of the unreturned item will be charged to their account on day 30. Billing notices are sent by U.S. mail only.

i. Electronic Resources

i. The library is a member of the Ohio Digital Library. Patrons can borrow from more than 500,000 electronic resources (books, audiobooks, movies, and magazines). Links are provided on the library website or by using https://ohdbks.overdrive.com/ or by downloading the Libby mobile app https://www.overdrive.com/apps/libby/. A library card number is required. No password is needed.

ii. A CLPL library card can be used to access the Ohio Web Library at https://ohioweblibrary.org. The Ohio Web Library is an evolving collection of thousands of online publications and research resources. Links to the Ohio Web Library are also found on the library website>Find Information>Learning & Research.

iii. A CLPL library card can be used to choose from a vast video library of engaging, top-quality courses, taught by recognized industry experts. Connect from the library's website>Find Information>Learning & Research>LinkedIn Learning. Or use the following link: https://linkedin.com/learning-login/go/oh0040. A library card number and password are required.

iv. A CLPL library card can be used to obtain access to a public computer in the library. Public computers are internet accessible and have Microsoft Office products available for use. A library card number and password are required. Guess passes are available to travelers.

j. Purchase Requests

i. The library places a high priority on making available the materials patrons want.

ii. Purchase requests may be made at the circulation desk or through email to yourlibrary@cardlinc.org.

V. PATRON RESPONSIBILIES

a. Patrons are responsible for the safekeeping and use of their card. Lost cards should be reported to the library immediately. All lost cards will be blocked until replaced.

b. Patrons are required to present a library card to borrow materials.

   i. The library card may be presented via a device through the COOL Libraries mobile app.

   ii. A photo identification may be used one time in lieu of the library card after which a replacement library card will need to be purchased for a $1.00 fee.

   iii. The library will not provide, verbally or in writing, a library card number in lieu of replacing a lost card.

   iv. Cards damaged by regular wear and tear will be replaced by the library at no cost to the patron.

c. No patron is permitted to borrow items using another patron's library card without prior consent given through the online library account. Consent can only be given to place holds, pick up holds, check out items, and/or view borrowing history.

d. Patrons are to return items to the library in good condition by the date due and are responsible for items until they are discharged from their accounts.

e. To ensure delivery of courtesy and hold notices, changes to contact information should be promptly reported to the library.

VI. PATRON ACCOUNTS

a. Online Account Management

   i. Patrons can manage their accounts online at https://cardington.cool-cat.org. Sign in requires the library card number and a password, assigned at the time of application.

   ii. Patrons can use their online account to view checkouts and holds, place holds, renew items, create lists, and set account preferences including settings to track circulation history and allow others to use the account.

   iii. Addresses and phone numbers cannot be changed through the online account. These changes need to be made in person at the library, by phone, or by email. When updating by phone or email, circulation policy VI(d)iv will apply.

iv. Patrons who have legally changed their names must complete a new *Library User Application* and provide proof of the name change.

b. Resetting the Account Password

i. Patrons can reset their username and/or password through their online account or in person at the library.

ii. Staff members are not permitted to reset usernames or passwords over the phone.

c. Patrons' Right to Privacy & Confidentiality of Library Records

i. Patrons are to be accorded privacy in the selection and use of library books, materials and information resources and services. Inquiries are made of a patron as to the purpose of a request *only* to assist in identifying suitable materials.

ii. Access to patron information is restricted to authorized staff and to the borrower and their authorized users, with appropriate identification. Parents and guardians of youth under the age of 14 are considered authorized users of the youth's account.

iii. All printed materials containing confidential patron information will be shredded immediately upon completion of its use, i.e. Pull Hold Lists, printed notices, receipts/confirmations or copies left behind.

iv. It is the policy of CLPL that personally identifiable information contained in its circulation records shall be confidential. No information concerning an individual patron's library records, or the contents of patrons' records or the frequency or nature of questions asked by the patrons, will be divulged by the library to any individual, corporation, institution, government or agency without a search warrant, subpoena, or court order.

1. Upon receipt of such search warrant, subpoena, or court order, the Library Director will consult with legal counsel to determine if such process, order, or subpoena is in proper form and whether there is a showing of good cause for its issuance.

2. All staff members are responsible for maintaining the strict confidentiality of patrons' library records.

d. Library Card Expiration and Account Updating

i. To maintain accurate contact information, library cards are set to expire one year from the date of initial registration or the date of the last card renewal. When renewing a library card, a patron will be asked to provide their current address, phone number and email address.

ii. Patrons with an email or SMS information on file will receive a notice 30 days in advance of the account expiration.

iii. To renew the card in person, a patron must present their library card. Patrons who are missing their library card must replace their card before it can be renewed. When the card is missing, library staff may extend the expiration date one week, one time only.

iv. To renew over the phone, a patron must relay their library card number and one additional identifier matching the information on their account (i.e. date of birth or email). To renew by email, a patron must relay their library card number. When the card number is not known, library staff may extend the expiration date one week, one time only.

e. Patron Account Retention

i. In accordance with the library's Record Retention Policy, CLPL library cards are considered inactive after a period of two years from the current expiration date of the card.

ii. All information associated with an account will be retained for two years after the card has been considered inactive.

iii. If an account has not been renewed after those two years of being considered inactive, the record and all associated information may be expunged completely from the library system.

VII. FINES FOR LIBRARY MATERIALS

a. CLPL is a fine free library. This applies to overdue fines only; it does not apply to charges for lost or damaged materials.

b. The fine for a lost or damaged item is the original cost of the material as documented on the item record. A material missing one part, such as one CD or DVD in a multi-part set, is an entirely damaged item. The fine for a damaged DVD case is $4.00; an audiobook case is $5.00.

c. Patrons above the fine or overdue limit within their home library system will be blocked from borrowing from all COOL libraries regardless of the fine or overdue limits of the other library systems.

d. Contesting Fines

i. Patrons wishing to contest fines on their library accounts may do so in person at the library, by phone, or by email.

ii. Staff members have the discretion to waive fines but may defer the decision to the Library Director.

iii. Fines and fees can only be waived by the patron's home library.

iv. When a patron notices an item on their record that they believe was returned, they should contact a library staff member. If the item is not found in the library, then the library staff member will notate the item on the patron's account as *Claims Returned.* This action will stop fines and notices.

e. Payments & Refunds

i. Payments must be made in person by cash or check at any COOL library. Patrons have the option to receive a paper receipt for all payments or reductions in fines.

ii. Payments for library materials remain with the library where the fine is collected regardless of the owning COOL member library.

iii. Replacements cannot be accepted in lieu of payment.

iv. The library cannot issue refunds for lost items after 180 days past the due date. These items are considered the property of the patron.

VIII. FEES FOR OTHER LIBRARY SERVICES

a. Copier and Computer Prints

Black and White			
Letter Size	.10	2-sided	.15
Legal Size	.15	2-sided	.20
11 x 17 Size	.20	2-sided	.30
Color			
Letter Size	.25	2-sided	.50
Legal Size	.50	2-sided	1.00
11 x 17 Size	.75	2-sided	1.50

b. Faxes, Laminating, and Ellison Die Cut Letters

To send a fax (cover page free)	.50 per page
To receive a fax	.10 per page
Laminating	.50 per foot
To laminate a card	.50 each
Ellison die cut letters using library paper	.10 per letter
Ellison die cut letters using patron's paper	Free