

ST. MARY PARISH LIBRARY
LIBRARY SERVICES POLICY AND PROCEDURE MANUAL
www.stmaryparishlibrary.org

CIRCULATION POLICIES & PROCEDURES

Purpose: The Circulation Policy addresses the circulation of library materials throughout the St. Mary Parish Library System. The following regulations were created in the best interest of all patrons of the St. Mary Parish Library.

Patrons must have an active, valid library card to borrow all library materials and must present it to check out materials. Library cards may be purged due to non-activity. Verification of patron information may be required at any time.

Obtaining a Library Card

Residents of or property owners within the St. Mary Parish Library Taxing District, may obtain their first library card free of charge by completing a library card application, providing proper identification, and completing the address verification process. The fee for the replacement of damaged, lost, or stolen cards is \$2.00 per card. These patrons must apply for a library card to use public library computers. All patrons without a library card must be asked to show proper identification to verify residency within St. Mary Parish before receiving computer access.

St. Mary Parish Library extends reciprocal borrowing privileges to patrons of libraries belonging to the Bayouland Library Consortia, as well as Morgan City, Terrebonne Parish, and Lafourche Parish cardholders.

Cardholders who do not have their library card with them may present a valid photo identification and check out as normal. If the photo identification does not have an address, staff must ask the cardholder to verbally confirm the address on the library account.

Cardholders are responsible for notifying the library if their card is lost or stolen. Cards reported lost or stolen are deactivated immediately. Cardholders are responsible for any materials checked out on the card until it is reported lost or stolen. Lost or stolen cards are not reactivated. A new library card must be issued for the fee of a replacement library card. All checkouts or loans attached to the lost or stolen card will be transferred to the new card.

Types of Library Cards

Pursuant to La R.S. 25:225, the St. Mary Parish Library System has the following card types available for patrons to choose from based on age or parental consent. *See Appendix A for an overview of library card types.* For any person under the age of eighteen (18), a parent or guardian **MUST** sign, date, and

choose the level of card appropriate for themselves or their dependent. This form must be completed each time a cardholder chooses to change tiers or renews their juvenile or teen library card.

- Adult Resident: For parish residents aged 18 and above living in St. Mary Parish or citizens owning a property in St. Mary Parish.
 - Adults are responsible for all items charged to their account. Patrons must sign and accept cardholder responsibilities including responsibility for fines or fees incurred by dependents.
 - Account expires every 2 years. Adults must pay any outstanding balance and provide proof of address in order to renew their card for another 2 years. Staff must verify that all account permissions are valid prior to renewing the card. There is no charge for renewing cards in good standing.
 - Any person wishing to receive an adult library card must be 18 years of age or older. Juvenile cards convert to adult cards on their 18th birthday. No charge will be assessed in this instance.
 - A patron's privileges may be revoked by failing to abide by policies including overdue fees and lost materials.
 - *See Appendix A for an overview of library card types.*

Eligibility for an Adult Resident St. Mary Parish Library card requires a valid driver's license or photo ID with current St. Mary Parish address on front or an official change of address on back of the license (electronic IDs, such as LA Wallet, are acceptable) and one of the following:

- Acceptable verification of current address, such as:
 - Checkbook with current mailing address
 - Mail with date cancellation showing mailing address.
 - Receipt for payment of rent or utility charges
 - Lease agreement showing current address.
- For citizens who reside outside of St. Mary Parish but own property in the district, a copy of the most recent tax bill along with a valid driver's license must be presented.
- Nonresident Cards: For adults 18 years of age and older who have a current Louisiana address but do not (a) live or own property in the St. Mary Parish and/or (b) do not live in a neighboring parish as defined in the reciprocal borrowing definition. Nonresident cards can be purchased for thirty-five dollars (\$35) annually.
 - Adults are responsible for all items charged to their account.
 - Account expires every 1 year. Adults must pay any outstanding balance and provide proof of address in order to renew card for another year at a fee of \$35. Staff must verify that all account permissions are valid prior to renewing the card. Nonresident cards
 - Nonresident cards are unrestricted access cards.
 - *See Appendix A for an overview of library card types.*

- Temporary Cardholders:
 - Temporary cardholders are defined as those who have been or will be residing in St. Mary Parish for less than one month.
 - Temporary cards are issued only to adults over the age of 18 years. No physical card will be given to temporary cardholders. The temporary library card number will be 2344600 + patron phone number. Example: 23446008281624.
 - The temporary cardholder is responsible for all items charged to their account.
 - Accounts expire after 1 month. Temporary cardholders must pay any unpaid balance and provide proof of current address to renew their card for an additional month. Staff must verify that all account permissions are valid prior to renewing the card.
 - Temporary cardholders are limited to two (2) items on their card at any given time.
 - Temporary cardholders may not check out laptops, hotspots, or any other equipment.
 - Temporary cardholders are not eligible for interlibrary loan (ILL) services.
 - Overdue items must be returned before any new items can be checked out.
 - *See Appendix A for an overview of library card types.*

- Staff and Board: For employees and board members of St. Mary Parish Library System. Library administration assigns this designation at the time of the individual's employment with or appointed to the library system.

- Reciprocal Borrower: For individuals, adults and minors, who reside in neighboring parishes: Parishes with active membership in the Bayouland Library Consortia, Morgan City Library, Terrebonne Parish and Lafourche Parish. Any patron wishing to apply for a reciprocal borrowing card must furnish their physical home library card.
 - St. Mary Parish Library reserves the right to contact the patron's home library to inquire on the patron's "good standing" status.
 - Reciprocal borrower cards are unrestricted access cards. Reciprocal borrower cards may be accessed for nonresident juveniles with the understanding that the cards give unrestricted access to check out from any section of the library and full access to all online databases and resources.
 - There is no charge for renewing cards in good standing.
 - *See Appendix A for an overview of library card types.*

- Juvenile:
 - Juvenile cards have access only to juvenile rated materials. No access is available to sexually explicit materials under this card type.
 - All juvenile cards are to be linked to an Adult Resident or active Nonresident card. Adults are responsible for all items charged to their account.
 - Account expires every 2 years. The account must be paid any outstanding balance and resubmit the library card application to renew for another 2 years. Staff must verify

that account permissions are valid prior to renewing the card. There is no charge for renewing cards in good standing.

- Parents or legal guardians of those applying for a juvenile or teen library card will receive a copy of the application. Staff must scan and upload each new library card application to the patron record.
 - Juvenile cards convert to adult cards on their 18th birthday. No charge will be assessed in this instance.
 - *See Appendix A for an overview of library card types.*
- Teen:
 - Teen cards have access only to juvenile and teen related materials. No access is available to sexually explicit materials under this card type.
 - All teen cards must be linked to an Adult Resident or active Nonresident card. Adults are responsible for all items charged to their account.
 - Account expires every 2 years. The account must be paid any outstanding balance and resubmit the library card application to renew for another 2 years. Staff must verify account permissions are valid prior to renewing the card. There is no charge for renewing cards in good standing.
 - Parents or legal guardians of those applying for a juvenile or teen library card will receive a copy of the application. Staff must scan and upload each new library card application to the patron record.
 - Juvenile cards convert to adult cards on their 18th birthday. No charge will be assessed in this instance.
 - *See Appendix A for an overview of library card types.*

The use of a library card by any of the above-mentioned borrower types signifies the cardholder's agreement to the circulation terms set forth in this policy. The cardholder assumes responsibility for the good care of library materials in their possession. The cardholder is fiscally responsible for any damage or loss of library materials while the materials are checked out to their library card. All other borrower types created are for administrative purposes only. *See Appendix B for circulation periods and limitations for each card type.*

Library Cards and the Rights of Parents

The St. Mary Parish Library as an institution (nor the staff as individuals) does not and cannot act in the place of the parent or legal guardian in the selection of library materials for minors visiting the library. It is the responsibility of the parent or legal guardian of minor library card holders to set the guidelines and instruct their children as to the limits of what is acceptable to read and study for that individual.

Overdue Materials

Library patrons have a circulation period dependent on the types of library materials. *See Appendix B for an overview of circulation periods and limitations.* All material can be renewed in person, online or by telephone, as long as another patron is not waiting for the material. Items may be renewed twice. The library system will acknowledge the material as being overdue on the day after the due date. The St. Mary Parish Library Board of Control established the fines and fees that apply to library use.

No overdue fines will be assessed for library materials except on devices, device peripherals and other in-demand high-cost items. Once these items are overdue, the cardholder will be charged overdue fines according to the current fines schedule. No fines are charged on days the library is closed.

Lost or Damaged Materials

Damaged items are material that can no longer be part of the library collections. Cardholders are responsible for all items charged on their account. Cardholders will be billed for the replacement cost of the materials based on the retail price of the item. The library will not accept replacement copies of lost or damaged material in lieu of paying for them.

Cardholders who pay for lost material, then find and return the material in good condition within three (3) months of original payment may receive a refund. A refund request form must be filled out by the patron and approved by the branch manager of the library in which the title was lost. Refund checks will be mailed to the cardholder by the St. Mary Parish Library in accordance with payment processing procedures. If the cardholder finds the lost material after three (3) months of original payment. The lost item will then belong to the cardholder and no refund will be issued.

Library Fee Schedule

<i>Fee Type</i>	<i>Current Charge</i>
Copies & Prints	\$0.25 – Black and White \$0.50 - Color
Faxes	\$2.00/first page + \$0.25 each additional \$0.25/page to receive
Lamination	\$0.50 per foot
Replacement Card	\$2.00
Earbuds	\$1.00
Flash Drive	\$2.00

Privacy Policy

The Board of Control and St. Mary Parish Library staff recognize our patrons' concern about privacy on the Internet and information contained in library records.

Louisiana State Statute R.S. 44:13 provides that access to registration records and other records of use maintained by libraries may not be disclosed except to a parent or guardian of a minor child seeking access to that child's records, to persons acting within the scope of their duties in the administration of the library, to persons authorized in writing by the individual or group of individuals to inspect such records, or by order of a court of law.

Any information collected will only be used to fulfill patrons' service needs and to help the library improve and target its services effectively. Our staff understand that access to patron, transaction and collection files is strictly limited to Library business. Information about patrons and patrons' transactions will not be made available to any unauthorized individual or to an external agency.

Our patrons should be aware that they are subject to the privacy policies of any other Web sites and organizations that they visit and use on public computers. For further information regarding the use of the Internet and public computers at St. Mary Parish Library, please refer to the *Electronic Resources Use Policy*.

The Library Director ensures that video surveillance is monitored when necessary to maintain a safe environment.

The supervisory staff ensures that Library staff understands the video surveillance policy and procedures through training.

Incidents on Library premises may require the following steps to be taken:

- a. Video image recordings will be used to identify the person or persons responsible for Library policy violations, criminal activity, or actions considered disruptive to normal Library operations.
- b. Video records may be used to assist law enforcement agencies in accordance with applicable state and federal laws.
- c. Images may be shared with other Library staff to identify person(s) suspended from Library property and maintain a safe and secure environment.

Holds

Holds may be placed on library materials via the card catalog or by contacting library staff over the telephone or in person. Patrons must provide their library card number and PIN/Password to request that an item be placed on hold. Holds available for pickup will be held for seven (7) days before expiring. Cardholders in good standing can request and have up to ten (10) active holds on their account at any given time.

Interlibrary Loan

Cardholders in good standing may request that the library locate and borrow materials that are not available in our library system. Patrons with Temporary library cards cannot request items via interlibrary loan. Interlibrary loans may take up to four (4) weeks. Interlibrary loan materials will be requested to the lending library unless the lending library requests that items be returned sooner. Patrons who fail to return interlibrary loan(s) will be charged the replacement cost, as designated by the lending library plus a \$5.00 processing fee. Adult card types are limited to fifteen (15) active requests (filled or pending) at any given time. Juvenile card types are limited to ten (10).

Staff Use of Library Materials

Staff who wish to borrow library materials must have a valid St. Mary Parish Library card. Staff members must check out all materials they remove from the shelves for personal or professional use.

Staff may not issue or update cards to themselves or to members of their families. Another staff member must perform this process. Staff may not clear fines or fees from their own account or from their family members' accounts. Another staff member must perform this process.

Staff must follow all the same rules as library users when checking in and checking out materials for themselves and members of their families. Staff will not be charged overdue fines but may be subject to disciplinary action if materials are not returned and discharged before the system generates a second overdue notice.

Staff are responsible for all items checked out on their card and will be billed for any lost and damaged items. The employee's library card will be changed to the appropriate borrower type upon termination of library employment.

Appendix A
Library Card Type Overview

Library Card Type	Requirements	Physical Materials Available for Access	Digital Materials Available for Access	Expiration Period
Resident Adult (Age 18+)	Reside or own property within the St. Mary Parish Library Taxing District	Unrestricted (up to 25 items)	Unrestricted	2 Years
Nonresident Adult (Age 18+)	Reside or own property outside of St. Mary Parish, with the exception of those residing in reciprocal borrowing parishes.	Unrestricted (up to 25 items)	Unrestricted	1 Year
Temporary Cardholder (Age 18+)	Adults who are nonresident visitors in St. Mary Parish for a minimum of 1 month	Unrestricted (up to 2 items)	Unrestricted	1 Month
Staff and Board	SMPL employees and board members	Unrestricted	Unrestricted	Card expires upon termination of employment or service.
Reciprocal Borrower	Adult who resides in a reciprocal borrowing parish (Acadia, Iberia, Lafayette, Lafourche, Morgan City, Terrebonne, St. Martin, Vermillion)	Unrestricted	Unrestricted	1 Year
Juvenile (Restricted)	Juvenile and teen cards are selected at the discretion of the parent or legal guardian.	Picture Books, Board Books, Juvenile Fiction, Juvenile Nonfiction, Juvenile Periodicals, G Rated DVDs, Juvenile Audiobooks	No access to digital collections	2 Years
Juvenile	Juvenile and teen cards are selected at the discretion of the parent or legal guardian.	Juvenile (Restricted) + PG Rated DVDs	No access to digital collections	2 Years
Teen (Restricted)	Juvenile and teen cards are selected at the discretion of the parent or legal guardian.	Juvenile + YA Fiction, YA Audiobooks, PG-13 DVDs	No access to digital collections	2 Years
Teen (Unrestricted)	Juvenile and teen cards are selected at the discretion of the parent or legal guardian.	Access to all collections of the library, including adult collections.	Unrestricted	2 Years

Appendix B
Circulation Periods and Limitations

The following chart applies only to resident borrower types.

Material Type	Checkout Period	Item Limit	Other Limitations
Book	28 days	25	
Large Print	28 days	25	
Magazine	7 days	7	
Book on CD	14 days	7	
Playaway Audio	7 days	7	
Playaway View	7 days	7	
Blu-ray / DVD	5 days	5	
Learning Kits	5 days	15	Juvenile borrower types may not check out learning kits.
Clean-up Kits	5 days	15	Juvenile borrower types may not check out clean-up kits.

The following chart applies only to non-resident and reciprocal borrowers.

Material Type	Checkout Period	Item Limit	Other Limitations
Book	28 days	25	
Large Print	28 days	25	
Magazine	7 days	7	
Book on CD	14 days	7	
Playaway Audio	7 days	7	
Playaway View	7 days	7	
Blu-ray / DVD	7 days	5	
Learning & Cleanup Kits	N/A	N/A	Nonresident and reciprocal borrower types may not check out kits.