

Circulation Policy

I. PURPOSE

The purpose of the Circulation Policy is to balance the Library's service of supplying information with the need to monitor and retrieve library materials so they are available for others.

II. LIBRARY CARDS

a. LIBRARY CARD ELIGIBILITY AND REGISTRATION

1. Any individual who lives in Calcasieu Parish or pays taxes on property in Calcasieu Parish is eligible for a free library card.
2. Any individual who works in Calcasieu Parish for an employer that pays taxes on the business in Calcasieu Parish is eligible for a free library card
3. Any individual who is a student at a college, university, or other school in Calcasieu Parish is eligible for a free card.
4. Residents of Calcasieu Parish must present verification of identity (picture ID) and current Calcasieu Parish residence or ownership address in order to receive a CPPL card. A picture ID is sufficient if it is valid (not expired) and has the current address. Otherwise, the patron must present separate documentation to verify the current address.
5. Nonresidents of Calcasieu Parish, such as those who work or go to school in Calcasieu Parish, must present verification of identity (picture ID), current address, and documentation that supports working or going to school in Calcasieu Parish.

The following are acceptable forms of picture identification:

- Valid (not expired) ID, Louisiana Department of Motor Vehicles ID, permit or official LA Wallet Digital Driver's License.
- Current passport, military ID with name, or government-issued picture ID.
- State-issued valid (not expired) Driver's License.
- Valid consular identification card or foreign ID.

The following are acceptable verifications of current address or Calcasieu Parish property ownership:

- State-issued valid (not expired) Driver's License.
- Valid (not expired) Louisiana Department of Motor Vehicles ID, permit or official LA Wallet Digital Driver's License.
- First-class business mail postmarked within the last 30 days.
- Lease agreement signed by current landlord.
- Current insurance card if it includes current address.
- Current Medicaid card if it includes current address.
- Utility bill postmarked within 30 days.

The following are acceptable verifications for non-residents who are working or attending school in Calcasieu Parish and are used in addition to picture ID and proof of address:

- Current pay stub.
- Recent school report card or proof of current enrollment.

b. TYPES OF ACCOUNTS: See Also: Appendix A.

1. ADULT:

- Adult is responsible for all items charged to their account.
- Account expires every 2 years. Adult must pay any outstanding balance and provide proof of current address in order to renew card for another 2 years. Staff will verify that all account permissions are valid prior to renewing card.
- Emancipated minors are registered for an Adult card. Emancipated minors must provide documentation for their status and their own identification.



- Young Adult account converts to Adult account on eighteenth (18th) birthday. No new card is given.

2. YOUNG ADULT (AGES 13-17):

- Young adult must reside with a parent or guardian who meets eligibility requirements.
- A young adult who resides in two households may hold only one library card. The parent or guardian of the household of primary residence provides address verification.
- Emancipated minors are registered for Adult cards. Emancipated minors must provide documentation for their status and their own identification.
- Parent or guardian must have an account in good standing.
- Young adult must be present and, if able, sign the application form and card.
- Parent or guardian must co-sign the application form with the young adult. By signing the young adult's application, the parent or legal guardian agrees to assume responsibility for the young adult's choice of materials, and to pay all charges for damaged, lost, or late materials that were checked out on the young adult's card.
- Only the young adult and the parent or guardian who signs the young adult's application may change the information on the young adult's record or have access to information about the young adult's record, including materials checked out.
- Account expires every 2 years. Parent or guardian must pay any outstanding balance and provide proof of current address in order to renew card for another 2 years. Staff will verify that all account permissions are valid prior to renewing card.
- Child account converts to Young Adult account on thirteenth (13th) birthday and receives a new card

3. CHILD (AGES 2-12):

- Child must reside with a parent or guardian who meets eligibility requirements.
- A child that resides in two households may hold one library card. The parent or guardian of the household of primary residence provides address verification.
- Parent or guardian must have an account in good standing.
- Child must be present and, if able, sign the application form and card.
- Parent or guardian must co-sign the application form with the child. By signing the child's application, the parent or legal guardian agrees to assume responsibility for the child's choice of materials, and to pay all charges for damaged, lost, or late items that were checked out on the child's card.
- Only the child and the parent or guardian who signs the child's application may change the information on the child's record, or have access to information about the child's record, including materials checked out.
- Child receives a physical card designed especially for children.
- Account expires every 2 years. Parent or guardian must pay any outstanding balance and provide proof of current address in order to renew card for another 2 years. Staff verify that all account permissions are valid prior to renewing card.

4. TEMPORARY CARDHOLDER:

- Temporary cardholder is defined as a person who has been or will be residing in Calcasieu Parish for less than three (3) months.
- Temporary cards may also be given to residents who do not have acceptable verification of current address or Calcasieu Parish property ownership. A temporary account will convert to appropriate account type when patron shows proof of residency.
- Temporary cardholder is responsible for all items charged on their account.
- Account expires every three (3) months. Temporary Cardholder must pay any unpaid balance and provide proof of current address in order to renew card for another three (3) months. Staff will verify that all account permissions are valid prior to renewing card.
- Temporary cardholders are limited to three (3) items on their card at any given time.
- Temporary cardholders may not checkout laptops, hotspots, and other computer equipment.

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- Temporary cardholders are not eligible for Interlibrary Loan (ILL) service.
- Overdue items must be returned before any new items can be checked out.

5. LIBRARIES SOUTHWEST (LSW):

- Libraries Southwest cardholders must reside in a Libraries Southwest Reciprocal Parish (Allen, Beauregard, Calcasieu, Cameron, Jefferson Davis, Rapides or Vernon).
- Libraries Southwest cardholder is responsible for all items charged on their account.
- Account expires every 2 years. Libraries Southwest cardholders must pay any outstanding balance and provide proof of current address in order to renew card for another 2 years. Staff will access LSW database to confirm patron is in good standing in their home parish. Staff will verify that all account permissions are valid prior to renewing card.
- Residents of Calcasieu Parish must present verification of identity (picture ID) and proof of current Calcasieu Parish residence or ownership address in order to receive a Libraries Southwest card.
- Applications from reciprocal parishes will be forwarded to the correct parish for processing. Applicants will receive a Temporary Resident card to use until their home parish processes the application.
- Patron is responsible for returning items to the parish library from which the materials were originally borrowed.

6. HOMEBOUND:

- Homebound cards are processed by Outreach Services staff only.
- Homebound cardholder must be temporarily or permanently homebound. Outreach Services staff will deliver materials to eligible cardholders in their home, as well as pick them up. Refer to Library To-Go policy for eligibility and verification requirements.
- Homebound cardholder is responsible for all items charged on their Homebound account.
- Account expires every 2 years. Homebound cardholder must pay any outstanding balance and provide proof of current address in order to renew card for another 2 years. Staff will verify that all account permissions are valid prior to renewing card.

7. OUTREACH:

- Outreach cards are processed by Outreach Services staff only.
- Outreach cardholder must be affiliated with or oversee eligible institutions. Refer to Library To-Go policy for eligibility and verification requirements.
- Outreach cardholder is responsible for all items charged on their Outreach account at their facility.
- Account expires every 2 years. Outreach cardholder must pay any outstanding balance and provide proof of current address in order to renew card for another 2 years. Staff will verify that all account permissions are valid prior to renewing card.

8. MAPLEWOOD DELIVERY

- Maplewood Delivery cards are processed by Outreach Services staff only.
- Maplewood Delivery cardholder must reside in Maplewood. Outreach Services staff will deliver and pick-up materials to eligible cardholders in their home.
- Maplewood Delivery cardholder is responsible for all items charged on his/her Maplewood Delivery account. Refer to Library To-Go policy for eligibility and verification requirements.
- Account expires every 2 years. Maplewood Delivery cardholder must pay any outstanding balance and provide proof of current address in order to renew card for another 2 years. Staff will verify that all account permissions are valid prior to renewing card.

9. MOBILE USER:

- Patrons thirteen (13) years and older who reside in a Libraries Southwest OverDrive Consortium parish and wish to use their mobile phone number to access digital content from OverDrive for one year may register online for a Mobile User account.



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10. ONLINE USER:

- Patrons eighteen (18) years and older may register for a library card online.
- Library staff processes the account and mails the library card to the patron.
- Online users have access to online resources only.
- Online users can upgrade their account to Adult by showing verification of current address or Calcasieu Parish property ownership.

11. STAFF: (see Section VII- Staff Use of Library Materials)

c. USING OTHER PEOPLE'S CARDS FOR CHECK OUT

Library cards are issued to individuals. A patron may allow a family member or friend to use their library card to check out materials, pick up materials on hold, and pay outstanding fines on that card. However, a valid library card must be presented, and the Library reserves the right to ask a borrower for photo identification to verify identity before checking out materials.

d. IN ABSENCE OF A VALID LIBRARY CARD

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

e. LOST OR STOLEN CARDS

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. A police report may be required before the cardholder's record will be cleared. Lost or stolen cards are not reactivated. Lost or stolen cards presented for use are destroyed. A new library card must be issued. The cost for a lost card is 50 cents. There is no cost for a stolen card. All checkouts or loans attached to the lost or stolen card will be transferred to the new card.

f. DAMAGED AND WORN CARDS

Cards that are unusable due to wear or damage will be replaced at no charge.

III. OVERDUE MATERIALS

a. FINES & FEES:

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 fine schedule. No fines are charged on days the library is closed.

b. NOTICES:

A courtesy email is sent two (2) days before an item is due back to the library. If the item is not returned by the due date, an overdue notice is sent the following day. A second overdue notice is sent when the item is one (1) week overdue. When materials are fifteen (15) days overdue, a bill for the cost of replacing the item(s) is sent to the cardholder. Cardholders with items fifteen (15) days overdue will have their borrowing privileges blocked until items are returned.

c. LOSS OF BORROWING PRIVILEGES

Cardholders are unable to borrow materials when:

- Fines and/or fees are in excess of \$25.00;
- More than fifty (50) items are already charged out;
- Cardholder's library card has expired;
- Cardholder has items overdue by two (2) weeks; or
- Cardholder's account has been referred for material recovery services.



d. MATERIALS RECOVERY

Cardholders with fines and/or fees in excess of \$25.00 are referred to materials recovery services for processing thirty (30) days after the total owed reaches \$25.00. A \$10.00 long overdue fee will be assessed to the cardholder when the account is referred for materials recovery services. A cardholder's borrowing privileges will be restored once all replacement materials they were billed for are returned and the balance on the user's account is less than \$25.00.

e. LOAN PERIODS, LIMITS, RENEWALS, FINES, AND REQUIREMENTS BY ITEM TYPE: See Appendix B.

f. CLAIMS RETURNED OR CLAIMS NEVER HAD

If a cardholder believes they have returned or never checked out an outstanding item on their account, the library places the disputed items into a *Claims Returned* status. This enables cardholders to continue checking out materials while the library investigates the disputed charges. Staff will conduct a thorough search for the items.

The library will accept a cardholder's claimed returned response three (3) times. Each instance will be noted in the cardholder's account. After three (3) instances, the library will assume that there is a possibility of false reports of claims returned. The most recent claims returned items will be considered overdue on the cardholder's account. The cardholder will be expected to return the items or reimburse the library for the lost materials. Failure to pay for lost items will result in suspended library privileges until the account is settled.

g. LOST OR DAMAGED MATERIALS

Cardholders are responsible for all items charged on their account. Cardholders will be billed for the replacement cost of 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.

h. REFUNDS

Cardholders who pay for lost material, then find and return the material within six (6) months of original payment may receive a refund. Refund checks will be mailed to the cardholder by the Calcasieu Parish Police Jury (CPPJ) in accordance with Police Jury payment processing procedures. If the cardholder finds the lost material after six (6) months of original payment, it will belong to the cardholder.

IV. PRIVACY POLICY

The Board of Trustees and Calcasieu Parish Public Library staff recognize our patrons' concerns 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 understands 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 any external agency.



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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 Calcasieu Parish Public 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.

V. HOLDS

Holds can be placed the following ways:

- Library catalog;
- Library mobile app; or
- By contacting library staff via chat, 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 fifty (50) active holds on their account at any given time.

VI. INTERLIBRARY LOANS

Cardholders in good standing may request that the library locate and borrow materials that are not available in our library system. Patrons with Temporary accounts cannot request items via interlibrary loan. Interlibrary loans may take up to four (4) weeks. Interlibrary loan materials will automatically renew twice unless the lending library requests that items be returned sooner. Patrons who fail to return interlibrary loan(s) will be charged \$50.00 per lost item. Adult and Young Adult cardholders are limited to fifty (50) active requests (filled or pending) at any given time. Child cardholders are limited to ten (10).

VII. STAFF USE OF LIBRARY MATERIALS

Staff who wish to borrow library materials must have a valid CPPL library card. Staff members must check out all materials they remove from the shelves for personal or professional use. Materials for personal use should be checked out on the staff member's card. Materials for professional use may be checked out on the library department card, which is not subject to overdue limits.

Staff may not issue or update cards to themselves or to members of their families. Another staff member must perform this process.

Staff must follow all the same rules as library users when checking in and checking out materials to themselves and members of their family. Staff may check out materials via a public self-service station or the Help Desk. Staff may return materials in a drop box/return bin or at the Help Desk.



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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 may place requests on materials for themselves or their family members. They may not alter their place in the requests queue.

Staff members may not set aside for themselves or check out library materials before those materials are available for public use. Staff may place requests on new and on-order materials and check the materials out when their turn comes.

Staff will not be charged overdue fines but will be subject to disciplinary action if materials are not returned and discharged before the system generates a second overdue notice (7 days).

Staff are responsible for all items checked out on their card. Staff will be billed for any lost and damaged items.

A CPPL staff library card is changed to the appropriate borrower type upon termination of library employment.

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APPENDIX A.

Account Type	Requirements	Required ID	Restrictions or Benefits	Expires
Adult	Reside, work, own property, or attend school in Calcasieu Parish.	Valid photo ID and proof of address (if address on photo ID is current, no additional proof of address is needed)	50 item checkout limit	2 years
Young Adult	Ages 13 - 17 with parent or guardian approval. Parent co-signs application form. Teen must be present and, if able, sign application form and card. Parent or guardian must have an account in good standing.	Valid photo ID & proof of address (if address on photo ID is current, no additional proof of address is needed)	50 item checkout limit; No devices or equipment	2 years
Child	Ages 2 - 12 with parent or guardian approval. Parent co-signs application form. Child must be present and, if able, sign application form and card. Parent or guardian must have an account in good standing.	Valid photo ID & proof of address (if address on photo ID is current, no additional proof of address is needed) of parent or guardian.	25 item checkout limit; No more than 5 media items	2 years
Temporary	Adults who are non-resident visitors in Calcasieu Parish for a minimum of 3 months	Valid photo ID & proof of address (if address on photo ID is current, no additional proof of address is needed)	3 item checkout limit; No devices or equipment	3 months
Libraries Southwest	Persons who reside in a LSW reciprocal borrowing parish (Allen, Beauregard, Calcasieu, Cameron, Jefferson Davis, Rapides, and Vernon)	Apply at home library or any CPPL branch. If applying at CPPL branch must have valid photo ID and proof of address (if address on photo ID is current, no additional proof of address is needed)	If patron is not a Calcasieu Parish resident, they cannot check out devices	Check with home library
Staff	CPPL employees	Valid photo ID and proof of address (if address on photo ID is current, no additional proof of address is needed)	No fines	2 years
Homebound	Persons of any age who are temporarily or permanently homebound (In A Private Residence).	Valid photo ID and proof of address (if address on photo ID is current, no additional proof of address is needed)	No fines, extended checkout period (3 weeks)	2 years
Outreach	Adults who oversee, or adults who reside in, institutions who receive Library To-Go service. (Includes: Daycares, Nursing Homes, Charter Schools, Assisted Living Facilities.)	Valid photo ID and proof of address (if address on photo ID is current, no additional proof of address is needed)	No fines, extended checkout period (monthly)	2 years
Delivery	Persons of any age who live in the Maplewood subdivision	Valid photo ID and proof of address (if address on photo ID is current, no additional proof of address is needed)	Home delivery service to Maplewood residents	2 years
Mobile User	Adults who reside in a LSW reciprocal borrowing parish and wish to use their mobile phone number to access digital content from OverDrive	Valid mobile number with the ability to receive text messages.	May use phone number to log in to OverDrive	1 year, cannot renew



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APPENDIX B.

Item Type	Adult Limit	Teen Limit	Child Limit	Loan Period	Daily Fine	Maximum Overdue Fine*	Renewals	Additional Requirements or Restrictions
BluRay	10	10	5**	1 week	\$0	\$0	2	
Book	50	50	25	2 weeks	\$0	\$0	2	
Book and CD	10	10	10	2 weeks	\$0	\$0	2	
Book on CD	10	10	10	2 weeks	\$0	\$0	2	
Cake Pan	3	3	3	2 weeks	\$0	\$0	2	
CD	10	10	10	2 weeks	\$0	\$0	2	
CD-ROM	10	10	10	2 weeks	\$0	\$0	2	
DVD	10	10	5**	1 week	\$0	\$0	2	
Game	3	3	3	2 weeks	\$0	\$0	2	
ILL Material ***	50	50	10	2 weeks	\$0	\$0	2	
Kit	10	10	10	2 weeks	\$0	\$0	2	
Launchpad	3	3	3	2 weeks	\$0	\$0	2	
Magazine	20	20	20	2 weeks	\$0	\$0	2	
Paperback	50	50	25	2 weeks	\$0	\$0	2	
Playaway	10	10	10	2 weeks	\$0	\$0	2	
Talking Book	50	50	25	2 weeks	\$0	\$0	2	
View	3	3	3	2 weeks	\$0	\$0	2	
Sensory Backpack	1	1	1	2 weeks	\$0.25	\$5.00	2	
American Girl Doll	1	1	1	2 weeks	\$0.25	\$5.00	None	
Laptop (Kiosk)	1	0	0	2 hours	\$5.00 per hour	\$45.00	None	Adult cardholders must have valid library card in hand.
Hot Spot	1	0	0	1 week	\$10.00	\$70.00	None	Adult cardholders with valid ID or driver's license; must reside in Calcasieu parish and address must match patron record.
iPad	1	0	0	1 week	\$10.00	\$70.00	None	Adult cardholders with valid ID or driver's license; must reside in Calcasieu parish and address must match patron record.
Laptop	1	0	0	1week	\$10.00	\$70.00	None	Adult cardholders with valid ID or driver's license; must reside in Calcasieu parish and address must match patron record.

* Cardholders will be billed a replacement cost for lost or damaged materials based on the retail cost of the item.

** Child cardholders may check out a combination of 5 Blu-Ray and DVD materials, not 5 of each type.

*** ILL materials are limited to a combination of holds and items checked out at any time. In addition, if ILL's are lost or damaged cardholders will incur a flat fee of \$50.00 per item.



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APPENDIX B. (cont)

Item Type (Digital)	Item Limit+	Loan Period	Renewals	Additional Requirements
eMagazine (RBDigital)	No Limit	Unlimited items for an unlimited period of time	Not needed	Library card and valid email address
OverDrive	10 at once	Movies – 3, 5, or 7 days eBooks and eAudiobooks – 7 or 14 days	Item is placed on hold; if no other holds exist, item can be checked out immediately	Library card or mobile number
Libby by OverDrive	10 at once	eBooks and eAudiobooks – 7 or 14 days	Item is placed on hold; if no other holds exist, item can be checked out immediately	Library card or mobile number
Hoopla	30 per month	Movies and TV episodes – 3 days Music – 7 days eBooks, eAudiobooks, and eComics – 21 days (Downloading for mobile devices only) Monthly borrow limit resets on the first day of the new month; previously borrowed titles will remain until their lending period expires and will not count toward the new month's loans.	Option to renew appears 24 hours before title would return and allow user to continue without re-downloading	Valid email address and library card
Freeding	9 per week	eBooks check out for two weeks	eBooks can be renewed for one two-week period	Valid library card
Freegal	5 weekly downloads; 3 streaming hours daily	Number or available downloads resets every Monday at 12:00 AM CST; the streaming times resets daily at 12:00 AM CST. Downloaded content is for patron to keep.	Not needed	Valid library card

+ e-Content (Digital) limits vary by product and publisher and are subject to change at any time.