

**Policy Title: Circulation Policy****Effective Date:****OBTAINING A LIBRARY CARD:****Registration:**

The Flagler County Public Library registers patrons, both residents and non-residents, without regard to race, creed, color, national origin, religious affiliation, sex, disability or economic status.

All registration and circulation records of the system, except statistical reports of registration and circulation are confidential information. No staff member will, under any circumstances, divulge this information. This policy is in accordance with Florida Statute 257.261. Requests for circulation or patron information from law enforcement officials should be referred to the Director.

Library cards are renewable every year at which time all fines, charges or unresolved claims must be paid in full. Personal information will be updated at this time. At the time of renewal, identification must be re-verified as if you were applying for a new card.

**New Cards****Eligibility:**

New Resident Library cards are free to applicants meeting any one of the criteria below:

1. Permanent or legal resident of Flagler County.
2. Property owner in Flagler County.
3. Flagler County employee.
4. Student attending school in Flagler County.
5. Military personnel and their families who are stationed in the State of Florida.

**Reciprocal Borrower Cards:**

A resident of the State of Florida who resides in the service area or county with which Flagler County has established a formal borrowing agreement, and has been issued an FCPL borrower's card in accordance with this policy. Currently only St. John's County and Volusia County have reciprocal borrowing agreements with Flagler County.

**Registration Requirements:**

In order to obtain a library card:

- Full-time residents must present his or her completed registration form, photo I.D. and proof of residency to include one of the following :  
*Valid Florida's Drivers License, Florida State ID, voter's ID, current rent receipt, checks imprinted with local address, legal mail, state ID, tax receipt, tax bill, property deed, utility bill, mortgage or lease agreement, vehicle registration, county employment ID, student ID, or Library card from reciprocal counties.*
- Part-time residents must complete the registration form, present a Valid Driver's License or State ID plus proof of residency.

**Non-Resident Cards:**

A non-resident is an individual who neither owns real property nor resides in Flagler County on a permanent or continual basis. Individuals with non-resident status may obtain a temporary card for either 6 months for \$15.00 or a full year for \$30.00. Applicants must show Valid Driver's License or State ID and provide local mailing information as well as permanent address information. Military personnel and their families who are stationed in the State of Florida are eligible for a free card with military ID.

**Age Requirements**

All individuals 18 or older may apply for a library card with proof of residency. Cards will be issued for children ages 6-17 with written consent of either a parent or legal guardian. The responsible adult and child must both be present and the adult must provide proof of residency. Their signature indicates acceptance for responsibility of all materials borrowed against the library card.

**Replacement:**

Lost or stolen cards must be replaced at a cost of \$2.00 per card. Proper ID must be shown in order to replace a library card. **Caution:** If your card is lost or stolen please report it immediately. Patrons are responsible for all materials checked out on their card until a loss is reported.

**Disabled/Homebound Patrons:**

Disabled/Homebound patrons may designate a person to represent them at the library. This person will be authorized to check out materials only using the library card of the homebound person. The name of the designated person will be listed in the patron file of the homebound person. The homebound person retains the responsibility for all materials checked out on the card.

**CIRCULATION OF MATERIALS:****Checkout**

Patrons are required to have their library card in order to borrow all materials, including items borrowed through Interlibrary Loan. Library Cards are non-transferrable. **Exception:** Only items on hold/reserve may be picked by another person providing they have the borrower's library card. Non-receipt of the material does not exempt the borrower from responsibility. Persons who allow friends or family members to use their library cards do so at their own risk.

**Loan Period**

All print materials and audio books will be checked out for a loan period of two (2) weeks. DVDs, Blu-Rays and Videos will be checked out for a loan period of one (1) week. There is a maximum of twenty (20) items per patron card, however only five (5) of these items can be DVDs, Videos or Blu-Rays. Vacation rentals, at the patron's request, are available for audio books only. A maximum of four (4) audio books for a total of four (4) weeks is allowed.

**Renewals**

Borrowed items, with the exception of items on reserve for another patron, may be renewed either in person, by phone, or online by logging on to your account through [flaglerlibrary.org](http://flaglerlibrary.org) and selecting "Library Catalog" and then patron account. If renewing by phone, patrons MUST call during normal business hours, have their library card number available, and speak with a staff member. Voice mail requests will not be accepted. Items may be renewed up to a maximum of (3) three times unless reserved by another patron.

**Holds/Reserves**

Holds/Reserves may be placed on \*any item currently in the collection with the exception of reference materials and the most current issue of any magazine subscription. Items currently on shelf can take up to 48 hours to process. When a hold/reserve item is available for pickup patrons will be contacted either by phone, text or email as per their preference. We will hold the item/items for three (3) business days. If the item is not picked up in that time frame, it will be moved on to the next patron or re-shelved. The library cannot be responsible for messages not received when left by voice mail or with other household members.

*\*Due to the limited supply of new books and DVDs in the Bunnell collection all holds/reserves for these items must be picked up at the Bunnell Branch.*

**Returns**

All items can be returned either in person or by using our drop off area located to the left of the front door entrance.

### **Interlibrary Loan**

Patrons may use the services of our Interlibrary Loan Department (ILL) for items which we do not own. There is a processing fee of \$2.00 per item requested. Although the Library has an almost 100% fill rate there is no guarantee and the fee is non-refundable. All items lost or damaged are the responsibility of the patron. Patrons will be assessed replacement cost plus any other fees as established by the lending Library. Borrowing privileges will be suspended until compensation is made.

Items published within the last six (6) months, DVD's, CD's, or other audio visual materials cannot be borrowed from other libraries. We will accept ILL forms either in person or by phone during normal work hours or via email to [Interlibrary Loans](#). Patrons will be notified when items are ready for pickup and will have a three (3) day time frame for pickup unless other arrangements are made with the ILL department.

### **Reference Materials**

Reference materials may not be borrowed or removed for the building. Patrons are free to use them in the building and copy what is needed using the public copy machines.

### **Late, lost or damaged materials**

Patrons agree to be responsible for all borrowed materials. A fine of \$.10 per day per print and audio book material and a fine of \$.50 per day per DVD, Blu-Ray or Video will be assessed after the 3 day grace period. Maximum fine accrued per item is \$5.00. When fines/fees on one card exceed \$4.99 or five or more overdue items are checked out to that card, the account is blocked and borrowing/renewing/reserving privileges are suspended until the materials are returned or the fine is paid in full or at least below the maximum fine of \$5.00. *Furthermore, cards issued to minors 17 and under will be suspended when the parent/legal guardian designated as "responsible" owes the maximum fines/fees or has exceeded the maximum number of overdue materials allowed. The reverse is also true, when a minor 17 and under owes the maximum fines/fees and/or the number of overdue materials has exceeded the maximum allowed then the card issued to the parent designated as "responsible" will also be suspended. Once fines/fees are below the maximum or paid in full and overdue materials are returned, all library card privileges will be reinstated at that time.*

Patrons will be assessed replacement costs on all lost or damaged items plus a \$5.00 processing fee per item. Refunds - Patrons must present the receipt along with the material to receive a refund of the cost of the material. Processing fees are not refundable. Refunds must be requested within three months of the payment for the lost item.

Issuance of overdue notices to borrowers is not a legal requirement. Non-receipt of a notice does not eliminate liability for outstanding materials or fines.