

## Lending of Materials

Library materials will circulate for 4 weeks/28 days with the exception of: DVDs and Blu-Rays which circulate for 1 week/7 days, and TV series, Hotspots, video games (including Switch), Launchpad tablets, and new adult books which circulate for 2 weeks/14 days. Reference books do not circulate except overnight with special permission from the staff person in charge.

All items except new adult books, Switch games, Launchpad tablets and hotspots may be renewed a maximum of 3 times with the renewal being the same length as the original loan period. New adult books, Switch games and Launchpad tablets may be renewed 1 time. Hotspots cannot be renewed.

Any one borrower's card is limited to borrowing a total of 50 items. Any one patron may check out a limit of 10 of the following formats: video games, books on CD, music CD's, DVDs, Blu-Rays, new books and magazine issues. TV series are limited to 6 per card (2 per series). Switch games are limited to 1 per card due to the small collection size. Storytime kits and read-along players are limited to 2 per card. As per policy 3-5, patrons are also limited to 20 holds at one time.

Holders of provisional cards will be limited to 2 items of any type at one time and will not be allowed to check out video games, including Switch games, hotspots, Interlibrary loans, adult reading kits, juvenile kits including storytime kits, and TV series.

Holders of educator cards are limited to 50 items from the juvenile and young adult print collections.

Responsible parties (parent/guardian who signs for a library card for a minor) will have their accounts blocked when the minor has long overdue items (30+ days) or owes over \$10.00. They will have to clear up the issue on the minor's account to use their account.

Effective April 17, 2014: a library card, state issued photo ID, driver's license, passport or military ID must be presented by existing cardholders in order to check out library materials. Responsible parties may show ID to utilize the accounts of the children they are responsible for. Unless presented through the library's mobile app, scanned library cards on smartphones or other devices will be accepted only in conjunction with a photo ID. Renewals do not require card or ID unless the customer requests title information.

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## Library Hours and Services

### Hours of Service

The hours of operation will be set for each library site by the Library Board of Trustees. The library follows the holiday closing schedule of Orange County which in turn is based on the State of Virginia holiday calendar. The State of Virginia (and by extension the Library) currently observes the following holidays: New Year's Day, Dr. Martin Luther King, Jr. Day, President's Day, James Madison's Birthday, Memorial Day, Juneteenth, Independence Day, Labor Day, Columbus Day, Election Day, Veterans Day, Thanksgiving Day, the day after Thanksgiving, Christmas Day. In some cases, the day after Christmas and other days may also be observed if granted by the Governor of Virginia and/or the Orange County Board of Supervisors. When a holiday falls on a Saturday the library will also close on that Saturday in addition to the state day of observance. When holidays fall on both a Friday and the following Monday, the Library will also close on the Saturday in between.

Closings due to weather will be determined for **all libraries** by the **County Administrator** to coincide with other county offices. In some cases, branch libraries may be unable to open or need to close early even though the county offices and Main Library are open. Closures will be determined by the County Administrator after communication with the Library Director and/or the appropriate staff member in charge.

Emergency closing of any building, for reasons other than weather, is at the discretion of the County Administrator, the Library Director or staff member in charge should be consulted in the event such closing becomes necessary. Possible reasons for such closing include but are not limited to: loss of power to the building lasting more than 20 minutes, electrical or mechanical failure resulting in a danger to staff and patrons, failure of heating or air conditioning when temperatures are such that the environment is unsafe, and flooding.

### Reference Services

Patrons asking for assistance in person will be served first, the next priority is those requesting information over the phone or in writing. A trained reference person is not available to provide reference service during all hours or at all locations. All library staff will endeavor to guide patrons to the information they request in a courteous and timely manner but will not interpret any information found.

### Other Services and Equipment Access

The library provides the following services which are described in other sections of this manual: Interlibrary Loans, Internet access including Wi-Fi, programs for children and adults, and public use meeting rooms.

Each library provides the following equipment for public use:  
Photocopier with built-in flat-bed scanner, and public access computers.

In addition, the Main Library provides an overhead document scanner and a microfilm/film scanner for public use.

(Approved by the Library Board of Trustees 1/1998; amended 8/1999, 10/2002, 8/2013, 12/2019, 4/2021, 01/2023)

## Fines and Fees

The Orange County Public Library has policies to encourage fair access to materials for all library users. Policies are designed to encourage prompt return of items so that all community members may have the use of them. Cardholders can continue to use the library's many resources by returning their materials on time.

Cardholders will lose access to their account under the following conditions:

- They (or a minor child they are responsible for) have an item 30 days or more overdue
- They owe the library \$10.00 or more in fines and/or fees
- They have lost items (due 60 or more days ago) for which they have been charged
- They have failed to update their contact information with the library

Loss of access means that no additional items can be checked out, including digital and streaming items, and that existing items cannot be renewed. Access to library buildings and facilities such as computers, scanners and copiers will continue to be provided.

To restore access, the block (s) must be removed. If the reason for the block is a late item or lost item, then the item must be returned, replaced with a new item with the same exact ISBN number (when available), or paid for. If the block is for fines, then the account must be paid down below \$10.00 owed. If the block is for contact information, then it must be updated. Accounts more than 2 years expired will require address verification via a mailed postcard to be re-activated.

### List of Fines and Fees

- 1) Wireless Hotspots late fine \$1.00 per day with a max of \$15.00
- 2) Charges for materials returned with damage.
 

In the case of damage which prevents future circulation such as water damage, food stains, mold, loose pages, rips and tears, the purchase price of the item will be charged.  
Staff will determine lesser charges for minor damage, such as coloring on a page or returning an item with a missing case, artwork or disc. See the Lost and Damaged policy 3.6 for a schedule of common charges.  
Staff will be mindful of the age of the item at check out and its previous usage when assessing charges.
- 3) Lost item replacement charges. Items not returned before they are 60 days overdue will be automatically charged the purchase price for the item. If the item is missing a purchase price a default price based on the item type will be charged. If lost items are located and returned in good condition, the replacement charge will be waived, but the processing fee will remain. Lost item payments must be in full and cover the entire price of the item and the processing fee.
- 4) Lost item processing fee of \$2.00.
- 5) Copier/Printing fee of 15 cents per page for black and white and 50 cents per page for color for copying or printing. Double sided pages are charged as 2 pages.
- 6) Library card replacement fee of \$1.00 to issue a replacement library card. Initial card is free.
- 7) Postage fee for 3<sup>rd</sup> or following post card verification of address. First 2 attempts are paid by the library.
- 8) Return postage fee for Interlibrary loan (ILL) of \$4.00.
- 9) Additional ILL postal fees of up to \$5.00 may be charged by the lending library for postage as well.

10) Lending fees for borrowing an ILL (if requested by the lending library) will be presented to the customer for approval and payment before ordering the material.

Fines and fees accruing to over \$10.00 may be paid by credit card, with the exception of the ILL lending fee. Smaller charges may be paid by cash or check.

Library management staff are empowered to work with citizens regarding charges on their accounts.

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## **Requests and Reserves**

A patron may reserve an item that is currently checked out or available only at another Orange County library location and will be notified when that item becomes available for them. A maximum of 20 reserves per patron are allowed at one time. Patrons are limited to one request for a specific item and may not request multiple copies of the same title in the same format. Patrons are welcomed to make requests for items they wish the library to purchase. These requests will be considered by the librarian as part of the library's overall collection development. If a requested item is purchased, the request will then be considered a reserve on that item.

(Approved by the Library Board of Trustees 1/98, amended 4/2005, 4/2008; 8/2013; 8/2019)

## Lost and Damaged Materials

Items more than 60 days overdue will be charged the replacement cost of the item that is recorded in the library's catalog as part of an automatic process. Items without a price will be assessed by this process a default charge of \$29.00. In some cases, the price may not represent the current actual cost of an item. Customers ready to pay their charges may request library staff to compare prices to Amazon.com and adjust their charges to reflect current prices if they are lower. In cases where no catalog or online price is available, then we will use a default charge for the type of item as listed below to substitute for a missing price.

In addition to the cost of the item, a non-refundable \$2.00 processing fee will be assessed for lost items. Damaged items will not be assessed a processing fee.

Customers who return library items in good condition that have been charged as lost will have the lost charge removed, but the \$2.00 processing fee will remain.

Per policy 3.2 Lending of Materials, customers' accounts will be blocked for any lost items. Damage charges of \$10.00 or greater will also block a customer's account. The responsible party parental account will also be blocked if any of the minor children's accounts they are responsible for are blocked due to lost or damaged charges.

### Default prices:

- Adult books -- \$29.99
- Adult unabridged books on CD -- \$50.00
- Juvenile books - \$19.99
- Juvenile non-fiction book - \$31.99
- Juvenile book on CD - \$35.00
- DVD's - \$22.99
- Blu-Ray movies \$28.99
- Music CDs - \$18.99
- Video games - \$38.99
- Magazine issues - \$4.99
- Pamphlets (Cliff & Spark Notes) - \$6.99
- Children's board books - \$8.99
- Mass market paperback books \$9.99
- Children's paperback books – \$6.99
- Educational DVD courses \$100.00
- Reference books – \$100.00

Patrons have the option of replacing any item with the exact same item (in the same binding, format and edition) in new condition rather than paying the replacement charge. In the case of items which are out of print or unavailable in new condition, the patron may by arrangement with the staff member in charge and at their discretion, replace the item with a mutually agreeable replacement item. On a case-by-case basis Branch Managers are empowered to use their judgment for customers in special situations or extreme circumstances.

Charges for damages that do not require the replacement of the item will be made by the staff person in charge after examining the item. Damage caused by normal wear and tear will not be charged to the patron. The number of circulations and age of the item will be considered when assessing damage charges.

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