

1.1 Circulation Policy

Effective: 07-01-2014

Purpose: The Portsmouth Public Library issues library cards to facilitate loan of items and the use of library services. A Library Card and PIN (Personal Identification Number) are **required** to access library accounts, check out library materials, place materials on hold, log on to public computers, reserve meeting rooms, and use self-checkout kiosks.

APPLYING FOR A LIBRARY CARD

To obtain a library card, ALL applicants must present:

1. Valid, government-issued photo identification.
2. One form of proof of current Virginia Residency.

(If current physical address is not printed on the valid, government-issued photo identification, applicants can prove current Virginia residency by providing one of the documents listed below*). The document must show patron's name and address of current Virginia residence as it appears on the application.

3. Library reserves the right to determine acceptable document used as proof of Virginia residency.
4. Proof of age is required for adult applicants.
5. Completed Adult or Juvenile Application with Department of Motor Vehicles Number to collect on overdue items.
6. Patrons can apply for new Library Cards up until 15 minutes prior to Library closing. New Library Cards will not be issued after that time.

Members of the United States Military:

1. Members of the United States Military stationed in Virginia may provide the Department of Motor Vehicles Number issued to them by their home state in lieu of a Virginia Department of Motor Vehicles Number.

Juvenile Applicants:

1. There is no minimum age requirement to receive a library card.
2. A child under the age of 18 must be present and have the application signed by a parent or LEGAL guardian who agrees to take financial responsibility for all items checked out and any overdue/lost charges.
3. Parents or guardians are responsible for determining the suitability of library items for their children.

Non-Resident Applicants:

Non-Residents are defined as those patrons who are not residents of the City of Portsmouth and whose city charges Portsmouth residents to use their library's services (See Non-Resident Card Policy and City Ordinance Sec. 9-11). Currently those cities are Chesapeake and Virginia Beach.

1. Non-Resident patrons legally residing in Chesapeake and Virginia Beach must pay a \$20.00 annual, non-refundable fee to access to all Library services and privileges.
2. Residents of Chesapeake and Virginia Beach are exempt from paying the \$20.00 Non-Resident fee if able to provide proof of one of the following criteria:
 - Owner of a property in Portsmouth
 - Owner of a business in Portsmouth
 - Employee of the City of Portsmouth
 - Currently enrolled student at the Tidewater Community College - Portsmouth Campus

Institution Applicants:

Institutions such as public and private schools, nursing homes and adult daycare centers in Portsmouth can apply for an Institution Account.

1. The director of the institution is responsible for the account, any charges and lost materials on the account and its designated users.
2. The applying director must request an Institution Application from a Library Manager.
 - Institution Card Holders are granted a 30 day lending period without renewals.
 - 50 items at a time can be checked out on the Institution Card.
 - Designated users of the Institution Card can check out items at any Portsmouth Public Library location.

MAINTAINING LIBRARY ACCOUNTS**Personal Identification Number (PIN):**

All registered patrons of the Portsmouth Public Library System will create a Personal Identification Number (PIN) to electronically access their account, use self-checkout machines, access the Library's public computers and the Library's online databases.

The initial 4 digit PIN is created by the patron. Once the PIN is set, staff is unable to view the patron's PIN; PINs cannot be reset over the phone. Patrons must present a valid photo ID in order to change their PIN.

Expiration Date:

Library Cards expire yearly to ensure the Library has the most current patron information on file. Upon expiration, patrons must show a valid, government issued photo identification card with proof of current address to continue to access Library services.

Privacy and Confidentiality:

All patron records are considered private and confidential and are protected by the *Code of Virginia*.

To ensure patron privacy, Library Card Numbers are not given out over the telephone or in person.

Valid photo identification with proof of current address is required to obtain a library card, replace a library card or to make any changes to a patron's address information.

Valid photo identification is required to update a patron's PIN, e-mail address or phone number.

Juvenile patrons are permitted to make changes to their PIN if they can correctly confirm telephone number, address, and date of birth. (See Privacy and Confidentiality Policy).

The library reserves the right to require proof of identity to administer patron account activity.

Lost Library Cards:

Patrons must report lost or stolen cards in order to avoid being held responsible for items checked out.

Valid photo identification with proof of current address is required to replace the library card. The fee for replacement is \$2.00.

Holds (Reserves):

Patrons can place hold requests for library items. Patrons can request library items be transferred and picked up at any Portsmouth Public Library Location.

- Patrons can choose to be notified of the availability of their requested item by either e-mail or phone.
- Requested items will be held for pick up for 5 business days.
- Items can be returned at any Portsmouth Public Library.
- 30 holds per item type are permitted on a patron's account.
- Patron library account must be in good standing to place Holds.

LOAN PERIODS, RENEWALS AND CHECKOUTS**For ADULT Card Holders:**

- Two-week loan period on all circulating items.
- Patrons are limited to borrowing up to 30 items at a time.
- Only 10 DVDs and 10 Books on CD can be borrowed at a time.
- Two renewals are permitted on books, magazines, Books on CD or MP3, and music CDs.
- DVDs cannot be renewed.
- There are no renewals for an item if the item is on hold for another patron.
- Adult Card Holders can request Interlibrary Loan Materials. (Please see Interlibrary Loan Policy).

For JUVENILE Card Holders:

- Two-week loan period on all circulating items.
- Juvenile Patrons are limited to borrowing up to 30 items at a time.
- Juvenile Patrons cannot check out DVDs.

- Only 10 Books on CD can be borrowed at a time.
- Two renewals are permitted on books, magazines, Books on CD or MP3, and music CDs.
- There are no renewals for an item if the item is on hold for another patron.
- Juvenile Card Holders cannot request Interlibrary Loan Materials.

For INSTITUTION BORROWERS:

- 30 day loan period on all circulating items.
- Patrons are limited to borrowing up to 50 items at a time.
- Only 10 DVDs and 10 Books on CD can be borrowed at a time.
- Renewals are not permitted.
- Institution Borrowers cannot request Interlibrary Loan Materials.

FINES AND FEES

To check out or renew Library materials, place holds, use library computers, request Interlibrary Loan materials or meeting room reservations, the patron library account must be in good standing. Any fines on the patron library account must amount to less than \$5.00 and be less than one year old.

At the request of the Commissioner of Revenue, unpaid fines and fees totaling more than \$50.00 will be transferred to the Department of the Commissioner Revenue for collection on a quarterly basis.

Overdue Fines and Fees

Fines and fees must be less than \$5.00 and less than one year old. After one year, the fine or fee must be paid regardless of the amount. In rare cases, patrons will return items and the items may not be located. Patrons can declare an item was returned on three occurrences during the life of the library account.

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| Books, Books on CDs, CDs, MP3s, Juvenile CD Read-alongs, magazines | \$0.20 fine per day per overdue item. \$10.00 maximum fine per overdue item. |
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| DVDs | \$1.00 fine per day per overdue item. \$10.00 maximum fine per overdue item. |
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Lost or Damaged Items Fees

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| Damaged DVD cases, CD cases, Book on CD cases, book covers, Cover art, magazines, barcodes and RFID tags | \$5.00 per damaged item. |
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Damaged books, DVDs, CDs,
Books on CD, MP3s.

Cost of item plus a \$5.00 processing fee
and any accrued fines.
\$10.00 maximum fine
per overdue item.
(Please see Lost and Damaged Materials
Policy).

Lost books, DVDs, CDs,
Books on CD, MP3s.

Cost of item plus a \$5.00 processing fee
and any accrued fines.
\$10.00 maximum fine
per overdue item.
(Please see Lost and Damaged Materials
Policy).

Interlibrary Loan Item Fees

\$2 postage fee (minimum) per item
requested.
\$1.00 fine per day per overdue item.
\$20.00 maximum fine per overdue item
or the value of the item.
(Please see Interlibrary Loan Policy).

ATTACHMENTS

- 1.1a Library Card Application for Adults
- 1.1b Library Card Application for Children
- 1.1c Library Card Application for Institutions
- 1.1d Acceptable Proof of Residency Documentation