Circulation Policy 5.23.25 Revision

Polk County Public Libraries (PCPL) extend borrowing privileges to any eligible person, provided they act in accordance with PCPL policies and provide sufficient proof of personal identification. In order to borrow materials, persons must be in possession of a PCPL library card or a library card from a participating consortia library. PCPL is a member of the NC Cardinal consortium and as such follows consortium guidelines when creating library accounts.

Obtaining a Library Account
Photo identification and verification of current address are required to obtain or to renew a library card. Identification with expired dates must be accompanied with a form of address verification.

Examples of valid photo identification include:

- Driver's License or other state-issued photo identification
- Student Identification Card
- Military Identification Card
- Passport
- VA Veteran's Card

If not included on the valid photo identification, applicants must also provide verification of current mailing address dated within 60 days of presentation. Examples of address verification include:

- Polk County GIS confirmation
- Utility bill (electric, gas, water, telephone)
- Payroll stub
- Change of address confirmation form
- Rental agreement
- Insurance policy/card
- Bank statements
- Tax notice

Electronic bills of the above are acceptable. A PO Box is not acceptable as proof of residency.

Individuals who do not meet the above requirements may purchase a one year, non-resident card (see below).

Types of Library Accounts

Adult Resident Cards
Library cards are available to Polk County residents and those who work, own property, or attend school in the county, and those who volunteer for Polk County Public Libraries.

Upon presenting the required proof of identification and address, persons age 18 and older will be issued an Adult Resident Card with full borrowing privileges.

Juvenile Resident Cards

~~Children age 17 and younger will be issued a Juvenile card with full borrowing privileges. To obtain a library card, the child's parent or guardian must furnish the above proof of identification and address. The adult who takes responsibility for the child is responsible for all items checked out, fees, etc. The responsible party must have a library account in good standing before a card will be issued to the child. If a card in good standing is not available, a Limited card can be issued. If the child has the required proof of identification and address to establish eligibility themselves then a responsible party is not required. The card holder will be responsible for all items checked out, fees, etc.~~

Children age 17 and younger will be issued a Juvenile card with full borrowing privileges following the guidelines below:

- The child must be present to be issued a card and any replacement cards.
- To obtain a library card, the child's parent or guardian must furnish the above proof of residency. Patrons unable to provide proof of residency may purchase a non-resident juvenile card (see below).
- The parent or guardian responsible for the account must have a library account in good standing before a card will be issued to the child.
- All juvenile accounts must list a responsible parent or guardian. The parent or guardian who is present at the time of registration will be listed on the child's account and will have access to the information on the account. Multiple parents and guardians can be listed on an account, but only a listed parent or guardian can add another parent or guardian to the account.

All changes to juvenile accounts require a valid ID confirmation of a listed parent or guardian. The parent or guardian is responsible for monitoring card use, material selection, use of all resources (including the internet), and all fines or fees incurred. Library staff is not responsible for the monitoring of any library card.

~~**Limited**~~
~~If an individual is unable to provide sufficient proof of identification and/or address, they may be issued a temporary account with limited borrowing privileges while they acquire it.~~

Outreach
Organizations in Polk County that provide care and/or assistance to people who are unable to visit or access the library independently (assisted living facilities, group homes, childcare providers, etc.) may request an Outreach Account. Accounts will be issued after the receipt of a signed request letter from an authorized representative of the organization. This type of account is also used by individuals participating in PCPL's Homebound Delivery Program. Outreach

accounts are not charged overdue fines, but account holders are responsible for any fees associated with damaged or lost materials.

StudentAccess
StudentAccess accounts are a partnership between Polk County Schools and Polk County Public Libraries to provide students with access to library books and resources. Participating students with StudentAccess accounts may use their Student ID number, either by entering the number on an express checkout or verbally providing the number to a staff member. Checkout privileges for StudentAccess accounts are limited. Students seeking full borrowing privileges may acquire a Juvenile card in addition to their StudentAccess account. Because the agreement is between Polk County Schools and Polk County Public Libraries, the libraries are unable to accept non-Polk County StudentAccess accounts. StudentAccess accounts are not charged overdue fines, but account holders are responsible for any fees associated with damaged or lost materials.

Non-residents
Individuals who do not meet the above requirements for a residential card and who are eligible for a borrower card following consortia agreement may purchase a one year, non-resident card for a fee. Non-resident cards provide borrowing privileges for physical materials, but access to digital collections may be limited.

Account Maintenance
• Patrons must notify the library regarding any change of address or other contact information.
• Individual accounts periodically expire and require in-person confirmation of account information for renewal.
• Inactive accounts may be purged from the database. A new account will be created if the individual returns to the library.

Account Confidentiality and Security
In accordance with the North Carolina General Statute Section 125-19, PCPL shall not disclose any library record that identifies a person as having requested or obtained specific materials, information, or services, or as otherwise having used the Library, except as provided under these circumstances:

• When necessary for the reasonable operation of the library;
• Upon written consent of the user; and/or
• Pursuant to a subpoena, court order, or where otherwise required by law. All subpoenas, court orders, etc. should be directed to the Library Director.

To ensure patron privacy and account security, a patron must present his/her library card to check out materials or access account information. If an account holder forgets to bring his/her library card, a valid photo ID will be accepted.

Each patron is responsible for his or her own library card, and may extend account access and checkout privileges to others in possession of the card. The account-holder is responsible for any resulting fines or fees. In order to ensure account security, patrons should report lost or stolen cards to PCPL immediately.

North Carolina law regarding confidentiality of library records applies to individuals of all ages. Full access to information about juvenile accounts may be given to any parent or guardian listed in the child's account. ~~If the child's card is not present, the responsible party may be given information only about materials that are overdue, lost or damaged, or related to fines owed.~~

Borrowing Materials

• Patrons are responsible for all items checked out to their account.
• Loan periods are determined by format and demand.
• Checkout and renewal limits are enacted for maintenance of the library collections.
• Patrons may request holds on any circulating materials owned by PCPL. Holds on materials owned by other consortia libraries are available according to consortia agreements.
• Items will be renewed automatically unless the item has been requested by another patron or the maximum number of renewals have been made.
• If a checked-out item has a hold request, it is not eligible for renewal.
• Held materials may only be picked up with the library card under which the item is held.

Fines and Fees

• Overdue fines are charged for library materials returned after the due date.
• Overdue fines are not charged for any day the library is closed (Sundays, holidays, etc.)
• If a borrowed item is lost or damaged beyond repair, the account holder is charged for the item. This is usually the full retail price at time of purchase. If the original cost is unknown, a default cost is applied.
• A replacement item will be accepted if it is an identical copy in brand new condition. Staff will provide the necessary information to meet replacement requirements.
•Patrons with excessive fines or fees will have library privileges suspended, but may be granted limited checkout privileges while participating in a payment plan.

Cooperation with other libraries

PCPL is committed to collaborating with other NC libraries to expand access to physical and electronic materials while reducing costs. As such, PCPL participates in materials sharing consortia.

NC Cardinal

PCPL participates in NC Cardinal, a group of libraries that share library materials and offer reciprocal lending privileges. Most circulating items owned by other NC Cardinal libraries may be delivered to any PCPL location for checkout, upon request. PCPL library cards may be used at any Cardinal libraries. Within the Consortium, individual libraries have differing policies regarding loan periods, fines and fees, and other circulation and access-related matters. When using a PCPL library card at another NC Cardinal library, the policies of that particular library

take precedence. Most borrowed materials may be returned at any NC Cardinal library, regardless of checkout location with some exceptions. PCPL honors library cards issued by other libraries participating in NC Cardinal.

Approved by the Polk County Public Library Board of Trustees
Created: 4/19/1994
Revised: 7/24/14, 2/8/18, 1/24/19, 7/28/22, 7/24/2025