

Orange County Public Library Circulation Policies

Philosophy

The materials owned by the Orange County Public Library belong to the people of Orange and its surrounding counties, and we aim to make them as freely available and with as few barriers as possible for the education and entertainment of library customers.

In circulating our materials, we have two important and related responsibilities, which we take very seriously: first, the responsibility to the county and its people to take care of and make available items for use; and, second, the responsibility to each and every library customer to maintain the integrity of their library accounts. To that end, we adopt the following policies:

Library Card

All residents and property owners of Orange County and residents of the surrounding counties of Person, Caswell, Durham, Chatham and Alamance counties are eligible to obtain a full-privilege library card with a photo ID card and a proof of residency. If an Orange County resident is unable to provide proof of residency, alternate arrangements may be made at the discretion of the Circulation Supervisor or Branch Manager.

A library card and number is assigned to you when you register to help us protect your privacy and your account from misuse. We prefer that you bring your card—or a digital copy of the barcode—to the library each time you visit to use a computer or check out books. If you forget your card, we will ask you to show us your photo ID in order to check out items. If a library card is lost or stolen the cardholder is responsible for notifying the library as soon as possible. Unless a card has been declared lost or stolen, the library assumes that any person presenting the card has the permission of the cardholder to access the account.

Keep in mind that we set accounts to expire every two years to ensure we have a patron's correct contact information. All that is necessary to renew an account is a verbal confirmation of this information.

If a card is lost, a customer can obtain a replacement for a lost library card by paying a lost card replacement fee of \$2.00.

Loan Periods

- Books & other materials (including CDs, magazines, audio books and Kindles): 21 days
- DVDs : 7 days
- Carrboro Branch Library materials: 14 days
- Carrboro Branch Library DVDs: 7 days

Maximum Loan Limits: 40 items is the maximum number of items that can be checked out on a card at any given time.

Within that limit you can have:

- 5 DVDs
- 5 video games
- There may be additional limits at the Carrboro Branch. Please inquire.

Renewals

- Two renewals are allowed on all circulating materials, except items that are 'on hold.'
- All items can be renewed two times, in one of three ways:
 - Presenting a library card in person at the library
 - Calling the library and providing a library card number and verification information
 - Renewing online through the library's catalog with a library card number and assigned PIN or password.

Overdues

Overdue notices will be sent automatically by telephone call or email. Three overdue notices will be sent per item: when an item is 3 days overdue, one week overdue, and two weeks overdue. When an item is not returned and is 30 days overdue, the item's replacement cost and a \$5.00 processing fee will be charged to the customer's account and a final notice or bill will be sent in the mail.

Due to limitations with the library's software at the Carrboro Branch, overdue notices are mailed for that location. There are no electronic or telephone notices given. Overdue notices are mailed when items are two weeks overdue.

Hold Requests

Customers can place hold requests at the library, by phone, or, if they are in good standing (i.e. fines and fees \$5.00 or less), request items online. Holds may be placed on items that are currently available on the library shelf; however, library materials are available on a first-come, first-served basis. The library cannot guarantee that these holds will be immediately filled. Customers will be notified by email or automated phone call when a hold is available and ready for pickup.

Interlibrary Loan Requests

At Orange County Public Library, there is a charge of \$3.00 for each ILL request. The charge will be added to the customer's account at the time the ILL request is placed, and is not contingent on the library receiving the item.

Fines

To try to promote the timely return of library materials, the following are the charges for items returned past due and the maximum fine to be charged per item:

All items accrue a fine of \$.20 per day, and max out at a fine of \$5.00, except for the following:

Item	Daily Fine	Maximum Fine per item
Juvenile books, CDs, magazines and audiobooks	\$.10	\$2.00
All DVDs	\$1.00	\$5.00
Kindles	\$1.00	\$5.00
Literacy bags	\$1.00	\$5.00

Note: If accumulated fines and fees exceed \$5.00, borrowing privileges will be suspended until charges are paid or arrangements for payment are made with the Circulation Supervisor or Branch Manager. If a patron has a balance of \$50 or more for more than three months, the account will be submitted to the county attorney's office, as per the county's [Delinquent Accounts Policy](#).

Replacement Fees for Lost or Damaged Materials:

Customers must pay for any materials lost or damaged beyond use during their loan period. The replacement cost is the item's list price plus a \$5.00 service charge. We cannot accept a customer-purchased item as a replacement. If a book is out-of-print or a price is unavailable, a default replacement cost will be charged. Default replacement costs are based on the average costs of materials.

{Policy revised and approved by the Director, December 2014}