

Lending of Materials

Library materials will circulate for 4 weeks/28 days with the exception of: DVD's and Blu-Rays which circulate for 1 week/7 days and TV series, video games including Switch, Launchpad tablets and new adult books which circulate for 2 weeks/14 days. All items except Switch games and Launchpad tablets may be renewed a maximum of 3 times with the renewal being the same length as the original loan period. Switch games and Launchpad tablets may be renewed 1 time due to the limited collection size. Reference books do not circulate except overnight with special permission from the staff person in charge.

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 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, or any multi-part item (e.g. 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. 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.

Approved by the Library Board of Trustees 1/98; amended 10/99, 4/2000, 10/2002, 3/2003, 3/2004, 4/2005; 5/2006; 4/2008; 8/2009; 1/2010; 8/2010; 10/2010, 5/2011; 8/2013; 10/13;4/2014;5/15; 8/2016; 8/2019)

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, 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)

Fines and Fees (Fine free for most juvenile materials begins April 2020)

Fines for overdue materials are as follows:

Daily fine per book, CD, magazine, kit-----	\$.20 (adult), \$0 (juvenile/YA)
Daily fine per DVD, Blu-Ray or TV-----	\$.50 (adult), \$0 (juvenile/YA)
Daily fine per video game -----	\$.50 (all)
Daily fine per interlibrary loan item-----	Set by Lending Library
Daily fine per storytime kit-----	\$.10
Daily fine per launch pad tablet-----	\$1.00

The maximum fine for all juvenile items except DVD's and Blu-Rays will be \$2.00

The maximum fine for all adult materials and all DVD's, Blu-Rays and video games will be \$5.00

Items more than **60** days overdue will be charged the replacement cost of the item in new condition on Amazon.com or the default charge listed below if the item does not have a replacement cost listed in the library's catalog database and the item is not available on Amazon.com. Our computer system will automatically assess a default charge of \$25.00 for any item with a price not listed, our staff will make every effort to correct any overcharges to coincide with the current sales price online or with the schedule below should a price not be available.

Adult books -- \$29.00

Adult unabridged books on CD -- \$50.00

Juvenile books - \$18.95

Juvenile non-fiction book - \$29.00

Juvenile book on CD - \$35.00

DVD's - \$20.00

Blu-Ray movies \$25.00

Music CDs - \$15.00

Video games - \$35.00

Magazine issues - \$4.00

Pamphlets (Cliff & Spark Notes) - \$5.00

Children's board books - \$8.00

Mass market paperback books \$9.00

Children's paperback books – \$6.00

Educational DVD courses \$100.00

Reference books – \$100.00

Library privileges will be suspended if fines for overdue, lost or damaged materials accumulate to more than \$10.00 unless a partial payment of at least 20% of the balance is made. Partial payments are not accepted for lost items which must be replaced or paid for in their entirety. Library privileges will also be suspended if a patron has unreturned library materials which are more than 30 days overdue. Privileges will be reinstated when the item(s) is returned or paid for. Branch Managers are empowered to work with customers on a case-by-case basis to establish alternate plans for recompense in extenuating circumstances. Alternate plans may include donating materials and/or working as a volunteer at a rate of \$10 per hour.

Effective April 2021: The Orange County Public Library, in an effort to provide convenience to our customers, has added the ability to pay library charges of \$10.00 or more using a credit or debit card. Because of the high cost of transaction fees, smaller charges will need to be paid via check or cash. A credit/debit card may also be used for copies or printing if the charge is \$10.00 or higher

Effective April 2020: All items which are 60 days or greater overdue, will be charged for the replacement cost of the item, regardless of whether the item is returned. Replacement charges may be waived for items returned in good condition, especially if the items have not yet been replaced by the library, at the branch manager's discretion.

Effective March 19, 2004, In the case of juvenile patrons, a block on the child's record will also block the record of the responsible party for their account.

In extreme cases, if the value of the unreturned materials exceeds \$100.00, the Library Director is empowered to consult with legal counsel to obtain payment.

Fees charged by the library include:

A \$1.00 fee for replacement library cards.

A non-refundable \$10 processing fee on lost materials

A non-refundable \$4 processing/postal fee for each item requested on Interlibrary Loan

15 cents per page for printing in black and white from any computer.

50 cents per page for printing in color from any computer.

Damage charges assessed based on the condition of the item (Damaged items are not assessed a processing fee)

(Approved by the Library Board of Trustees 1/98; amended 10/99, 7/2000, 5/2001, 10/2002, 3/2003, 3/2004,5/2004, 2/2006,5/2006,10/2006, 12/2006,7/2007,4/2008,5/2010,8/2010,3/2011, 5/2011, 8/2013, 5/15, 3/2019; 12/2019; 4/2021)

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

Lost or damaged materials will be charged to the patron according to the following schedule. In addition to the cost of the item, a non-refundable \$10 processing fee will be assessed for lost items. Damaged items will not be assessed a processing fee.

Per policy 3.2 Lending of Materials, customers' accounts will be blocked for any lost items. Damage charges of \$10.00 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.

Items will be charged the current sales price of a copy in new condition on Amazon.com or the price listed in the library's database cataloging record, whichever is lower. .

All items with no price available for a new condition copy on Amazon.com and no price available in the library's catalog database will be charged at the following default prices:

- Adult books -- \$28.00
- Adult unabridged books on CD -- \$50.00
- Juvenile books - \$18.95
- Juvenile non-fiction book - \$30.00
- Juvenile book on CD - \$35.00
- DVD's - \$20.00
- Blu-Ray movies \$30.00
- Music CDs - \$15.00
- Video games - \$40.00
- Magazine issues - \$5.00
- Pamphlets (Cliff & Spark Notes) - \$5.00
- Children's board books - \$8.00
- Mass market paperback books \$10.00
- Children's paperback books – \$5.00
- Educational DVD courses \$90.00
- 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 which will save them the \$10 processing fee. 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 another item on the same topic in the same binding or other mutually agreeable replacement**. On a case-by-case basis Branch Managers are empowered to use their judgement 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 should be considered when assessing damage charges.**

(Approved by the Library Board of Trustees 1/98, amended 10/2002, 10/2004, 5/2006, 10/2010, 8/13, 5/15, amended 3/19)

Book Drop

Materials may be returned by using the book depository at the library's front entrance when the library is closed. If the item will not fit into the book depository, it must be returned when the library is open. Any fines resulting from an inability to use the depository are the responsibility of the patron.

Materials from any Orange County Public library can be returned at any other Orange County Public Library location. Materials from other library systems cannot be returned in our depositories unless they were interlibrary loaned through the Orange County Public Library.

Materials returned in the book drop are checked in every morning when the library opens and are credited as being returned the previous business day.

(Approved by the Library Board of Trustees 6/98, reviewed 2/20)