

Forgotten Library Cards: Patrons who have forgotten their library card may present a valid government issued ID to access his or her account when visiting the library. Additionally, patrons have the option of getting a \$3 replacement card after presenting a valid government issued ID. A parent or guardian listed or grouped on a child's library card may still use library services for the child after showing a valid government issued ID to allow staff to access the child's account.

Damaged Cards: If a library card is damaged, the library replaces the card free of charge.

Circulation Services

Borrowing

All circulating items within the Poplar Bluff Municipal Library check out for three weeks and can be renewed one time for an additional three week period. Items with a hold and interlibrary loan items cannot be renewed.

Reference, genealogy materials, and rare books are non-circulating.

Bookclub in a Bag selections are allowed to check out to a single patron for six weeks.

Item Check Out Limits

- Books: 50
- Interlibrary Loan: 5
- DVDs: 10
- Audiobooks: 50
- Magazines: 50
- Comics: 50
- Bookclub in a Bag: 1 kit

Patrons may not have more than a total of 50 items checked out at a time, regardless of format.

Holds : Patrons may place unlimited holds on circulating items through the Poplar Bluff Municipal Library. Library users have seven days to pick up items once the hold is available for pick-up.

Overdues/Fines : The Poplar Bluff Municipal Library operates on the principle that our patrons can be trusted to return materials in a timely manner. Currently, we do not charge fines for overdue materials. Any overdue fines accrued up to the implementation of this policy are forgiven. Patrons will not be allowed to check out additional items if there are current overdue materials on their account or if there is money owed for lost or damaged items, including processing fees.

Lost Items : If an item is not returned within forty-five days of becoming overdue, it is considered lost. The patron will be charged for the cost of the item and will be required to pay a \$10 nonrefundable processing fee. Library accounts with items more than sixty days past due will be sent to collections. Lost items will be removed from the library catalog after six months, but the patron will remain responsible for all charges pertaining to the lost item.

Some items returned after the forty-five day period may be accepted at the discretion of the library. Should the returned item be accepted, the lost materials charge will be refunded via check. If the item is returned after having been billed and/or deleted, and is deemed acceptable, the library will

simply void the replacement cost bill. In either case, the processing fee will remain and must be paid by the patron.

Ultimately, failure to return library materials may result in prosecution for theft under the Missouri Revised Statutes, sections 570.200 and 570.210.

Damaged Items: Items are considered damaged at the discretion and evaluation of library staff. If an item is damaged, the patron is charged for the cost of the item, plus a \$10 nonrefundable processing fee. In the case of damages, neither of these fees are refundable. Upon payment for the damaged item and processing fees, the patron may keep the item.

If an Interlibrary Loan item is damaged or lost, a minimum \$50 fee will be charged, plus the required \$10 nonrefundable processing fee. Additional charges are at the discretion of the lending library.

Library accounts with unpaid damaged items totaling \$25 or greater will be sent to collections. Damaged items are retained for up to six months depending on the condition of the item. After six months, the item is discarded. Patrons are responsible for all damaged item charges on their account.

*Board Approved 4-7-2014; Board Approved 3-6-2017; Board Approved 6-5-2017;
Board Approved 12-3-2018*