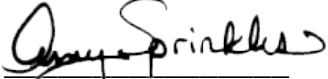


CITY OF GRAND PRAIRIE LIBRARY POLICIES

Section 300: Circulation Policies No. 301: Definitions Effective Date: 07/05/2017	Approved By:  Library Director Supersedes: 12/01/2013
---	--

300.1 **Purpose:** The Grand Prairie Public Library System defines terms applying to various policies in the Circulation Policies section.

300.2 **Borrower Types**

- **Adult/Adult Internet:** This borrower can check out any circulating materials. Adult Internet patrons can also use the public internet computers.

- **Gold Cards:** This card is issued to the Mayor, City Council, the City Manager and Deputy City Managers, members of the Library Board, members of the Board of the Friends of the Library and members of the Library Foundation. The Library Director and Circulation Librarians have the discretion of issuing these cards to patrons whom they consider major stakeholders in the library as well. Library support staff will present Gold Card patron suggestions to the Circulation Librarian or Library Director. The Gold Card patron has additional time with materials.

- **Institution :** This card is issued to institutions requesting lending of Grand Prairie Public Library System materials under the Texas State Library's Inter Library Loan program.

- **Introductory Patrons:** Patrons who have opened their first library card account. Introductory patrons can only check out 5 items total with a limit of 4 books and 1 movie for adult cards. This status will be changed manually by staff after items have been returned on time or renewed on time for the first month period. This status can be extended by staff if the patron does not demonstrate positive borrowing behaviors. This status will also be invoked if the patron accrues fees in excess of \$50.00.

- **Juvenile/Juvenile Internet:** This borrower can check out any circulating material excluding videos. Juvenile Internet patrons can also use the public computers.

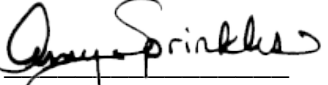
- **School:** This card is given to GPISD teachers who present their GPISD employment badge along with the required documents. This card has additional time with materials and allows for a higher number of check outs at one time.

- **Staff:** Library staff members are issued library cards. Staff cards have additional time with materials. Staff members who leave employment with the library system will have their library status changed to Adult Internet status by staff. The Library Director has the discretion to change staff members to *Gold Card* patrons when employment ends.

300.3 **Claims Return:** Status given an item where the return of the item is disputed by the patron.

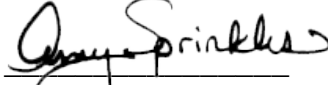
300.4 **Required Documents:** Patrons must present a valid government issued identification card which includes a picture, government ID number and the patron's birthdate. Samples of acceptable ID's include state driver's license, state identification card, United States Military ID, and passports.

CITY OF GRAND PRAIRIE LIBRARY POLICIES

Section 300: Circulation Policies No. 301: Acquiring a Library Card Effective Date: 07/05/2017	Approved By:  Library Director Supersedes: 12/01/2013
--	--


- 301.1 **Purpose:** The Grand Prairie Public Library System issues library cards in order to maintain accurate records of materials that are checked out, and to gather library usage data so it can evaluate and improve collections and services.
- 301.2 **Eligibility:** Anyone can acquire a Grand Prairie Public Library System library card by providing the *required documents*. Patrons who are 16 years of age and older can acquire a library card with all privileges by providing one of the documents. Children under the age of 16 and those children under 18 who do not have the *required documents* must have a parent or legal guardian acquire the card for them. Parents and guardians are responsible for all items on that card. The parent or guardian can also grant permission to use the public internet computers at the library. If the child is accompanied by an adult other than a parent or legal guardian, the adult present must check out any materials on their own card.
- 301.3 **Barcodes and PIN numbers:** Library staff will issue the patron a library card with a barcode. A PIN number will be established in the patron's account using four digits of the patron's choice. Patrons have the right to choose their own PIN number, and PIN numbers can be reset by staff at the cardholder request. The patron will need both of these items to download materials from the library's e-branch, access their account on-line and to use the public internet computers. PIN numbers can be changed over the phone or in person at one of the Grand Prairie libraries.

CITY OF GRAND PRAIRIE LIBRARY POLICIES

<p>Section 300: Circulation Policies</p> <p>No. 302: Expiration and Renewal of Library Cards</p> <p>Effective Date: 07/05/2017</p>	<p>Approved By:  Library Director</p> <p>Supersedes: 12/01/2013</p>
--	--

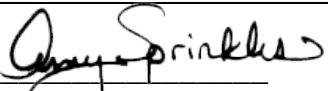
- 302.1 **Purpose:** The Grand Prairie Public Library System establishes renewal dates for library cards to ensure patron information is kept up to date and to allow patrons with Juvenile cards to be notified by staff when the patron is able to have their own card with Adult card privileges.
- 302.2 **Adult Card Renewals:** *Adult/Adult Internet* cards come up for renewal every 3 years. Address and phone updates are requested periodically by the library's integrated library system.
- 302.3 **Juvenile Card Renewals:** *Juvenile/Juvenile Internet* cards come up for renewal when the child turns 18. At this point the juvenile patron must present the *required documents* to change to Adult status. The juvenile patron will be issued a new card under the same account. If there are any fees on the Juvenile account, the juvenile patron will be given a new account with a new number. The parent or guardian who signed the Juvenile card application is held responsible for the fees incurred on the Juvenile account. If the patron is under the age of 18, has the *required documents* and had a *Juvenile Internet* card previously, the internet privileges are transferred to the new Adult card.
- 302.4 **Staff Cards:** *Staff* cards are changed to *Adult/Adult Internet* status when employment ends. The Library Director has the discretion to change staff members to *Gold Card* patrons when employment ends.
- 302.5 **Purging of Patron Records:** The Grand Prairie Public Library System will perform an annual purge of patron records showing no activity in the past 3 years. The purge will occur on October 1 every year.

CITY OF GRAND PRAIRIE LIBRARY POLICIES

Section 300: Circulation Policies No. 303: Lost or Stolen Cards Effective Date: 12/01/2013	Approved By:  Library Director Supersedes:
--	---

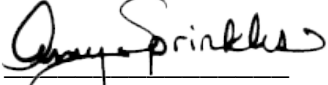
- 303.1 **Purpose:** The Grand Prairie Public Library System employs a policy for Lost or Stolen cards to establish the value of the card to the patron and to give the patrons guidelines for replacing a lost or stolen card.
- 303.2 **Policy:** Patrons are responsible, per the signed agreement on the library card application, for the materials checked out on their card. If the patron discovers the card has been stolen or lost, it is the patron's responsibility to contact the library and inform staff of the problem.
- 303.3 **Fees:** The cost of a replacement card is \$2.00. Staff has the discretion to waive this fee. Cards that are up for renewal or are requested to update address and phone number are not charged this fee.
- 303.4 **Procedure:** Upon communication from the patron, staff will delete the lost/stolen barcode from the patron's record so the card cannot be used. The patron must come to the library in person and present the *required documents*.

CITY OF GRAND PRAIRIE LIBRARY POLICIES

<p>Section 300: Circulation Policies</p> <p>No. 304: TexShare</p> <p>Effective Date: 07/05/2017</p>	<p>Approved By:  Library Director</p> <p>Supersedes: 12/01/2013</p>
---	--


- 304.1 **Purpose:** The Grand Prairie Public Library System is a member of TexShare, a statewide resource-sharing consortium of hundreds of member libraries in Texas administered by the Texas State Library and Archives Commission. The Library System participates in the TexShare Card program, which allows our patrons the ability to check out materials from participating libraries state-wide.
- 304.2 **Definition: TexShare Card** - Eligible registered users of the Grand Prairie Public Library System can obtain this card to check out materials from TexShare member libraries in Texas. Each library creates individual lending policies as guidelines for TexShare Card holders. Greater access to collections statewide is a major benefit to the user. TexShare participating libraries include academic libraries, public libraries, community college libraries, and libraries of clinical medicine.
- 304.3 **Types of Cards:** Grand Prairie Public Library system issues 2 types of TexShare cards: TexShare Adult (TSA) and TexShare Juvenile (TSJ). The patrons must meet the same eligibility requirements and provide the same *required documents* needed for a Grand Prairie Public Library System card. The patron's Grand Prairie Public Library System card must be clear of any fees to acquire a TexShare card.
- 304.4 **Conditions:** Patrons using their TexShare cards must observe the policies of the library where the card is used. All materials from outside the Grand Prairie Library System must be returned to the source library. Any fees incurred at a participating TexShare library will restrict the patron's ability to use our services. The TexShare card will be issued for a period of six months. It can be renewed if the circulation record remains clear of fees. Introductory status patrons cannot acquire a TexShare card.
- 304.5 **Visiting Borrowers:** TexShare cardholders outside our system are limited to four items. No Genealogy, Archival, Video or Periodicals may be borrowed. For out-of-city residents, the system in practice issues a library card rather than a TexShare card. The Grand Prairie library card carries more privileges. Our library system can also be the home library for TexShare cards for out-of-city residents who want to obtain a TexShare card.

CITY OF GRAND PRAIRIE LIBRARY POLICIES

Section 300: Circulation Policies No. 305: Blocked Cards Effective Date: 07/05/2017	Approved By:  Library Director Supersedes: 09/05/2014
---	--


- 305.1 **Purpose:** The Grand Prairie Public Library System is focused on granting services. We are here to say, “yes!” However, there are certain conditions that will cause a library customer’s card to be blocked.
- 305.2 **Policy:** A customer card can be blocked from borrowing materials if they have 2 or more unreturned items. Patrons will still have access to internet privileges.
- .

CITY OF GRAND PRAIRIE LIBRARY POLICIES

Section 300: Circulation Policies No. 306: Lending of Materials Effective Date: 12/01/2013	Approved By:  Library Director Supersedes:
--	---


- 306.1 **Purpose:** The Grand Prairie Public Library System establishes limits on the lending and renewal of materials to ensure all patrons of the library have regular access to the library's collection.
- 306.2 **Restrictions:** Patrons are limited to 40 total items with a limit of 5 videos checked out at any one time. Videos include entertainment movies, video books and Lois Weber Collection movies. *Introductory patrons* are limited to 4 books and 1 movie. Once a record of positive borrowing activity has been established (or re-established if the status change was due to overdue or lost materials), the patron's status is changed to allow 40 book/ 5 video limit.
- 306.4 **Renewals:** Patrons can renew any item in one of 3 ways: in-person, on-line or over the phone. The renewal limit is 3 times.
- 306.5 **Returning:** Materials can be returned to any Grand Prairie Public Library System location.

CITY OF GRAND PRAIRIE LIBRARY POLICIES

Section 300: Circulation Policies No. 307: Requests and Holds Effective Date: 07/05/2017	Approved By:  Library Director Supersedes: 12/01/2013
--	--

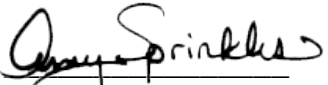
- 307.1 **Purpose:** The Grand Prairie Public Library System allows patrons to place requests and holds on items currently on the shelf or checked out to another patron.
- 307.2 **Requests:** All materials may be requested on-line, in person or over the phone. The patron can choose from which location they wish to pick up the item. The patron will be contacted by phone, e-mail or text (patron's discretion) when the item has been received at the preferred check-out location.
- 307.3 **Holds:** Once the item arrives at the location of the patron's choice, it is considered "On Hold" and will stay on the location's Hold Shelf for 5 days. If the item is not picked up by then, it is checked in and re-shelved or sent back to its respective location for re-shelving.

CITY OF GRAND PRAIRIE LIBRARY POLICIES

<p>Section 300: Circulation Policies</p> <p>No. 308: Returning of Library Materials</p> <p>Effective Date: 12/01/2013</p>	<p>Approved By:  Library Director</p> <p>Supersedes:</p>
---	---

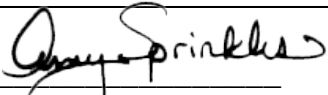
- 308.1 **Purpose:** The Grand Prairie Public Library System sets guidelines for the return of materials to ensure the availability of items to all patrons and to give the borrowing patron options for returning the items on time without incurring a fine.
- 308.2 **Policy:** Patrons are responsible for renewing or returning checked out items on time to avoid overdue fees.
- 308.3 **Patron Contact Info:** Patrons are responsible for keeping the library updated on e-mail addresses, phone numbers and mailing addresses. The library will use these methods to let patrons know if items are approaching the due date or have become overdue.
- 308.4 **Book Drops:** Outside book drops are available at each Grand Prairie Public Library System location for patrons to return materials 24 hours a day. Patrons can also return items inside the library during library hours. Book drop items are checked in under the previous day's date until the library opens, i.e., a book dropped off after midnight on Monday is still considered dropped off on Monday.

CITY OF GRAND PRAIRIE LIBRARY POLICIES

Section 300: Circulation Policies No. 309: Claims Return Effective Date: 07/05/2017	Approved By:  Library Director Supersedes: 09/30/2015
---	--

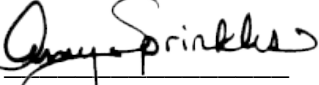
- 309.1 **Purpose:** The Grand Prairie Public Library System employs the Claims Return process as a means of resolving the disputed return of item by a patron.
- 309.2 **Definition:** An item goes to Claims Return status at the patron's request when there is a dispute as to whether the patron returned the item. Library staff can place the item on Claims Return status. The item is on Claims Return status for 8 weeks. During this time, the patron retains all borrowing privileges.
- 309.3 **Process:** If there is a dispute about an item still being checked out, staff changes the item's status to Claims Return. The library will search for the item, and the patron is also expected to search for the item in their home, car, etc. If library staff finds the item, it is checked in and fines are cleared. If the item is found and returned to the library, the patron will be responsible for any overdue fees. If the item is not recovered by either party, the item's status is changed to Lost 8 weeks after it was put on Claims Return status.
- 309.4 **Exceptions:** Staff of the home library has the discretion of accepting the patron's claim. If this is so, staff will check in the item by its barcode under "Exempt Fines". Staff will then change the item's status to "Trace". The item is now cleared from the patron's record, but still described as a missing status in the computer.

CITY OF GRAND PRAIRIE LIBRARY POLICIES

Section 300: Circulation Policies No. 310: Fines and Fees Effective Date: 07/05/2017	Approved By:  Library Director Supersedes: 12/01/2013
--	--


- 310.1 **Purpose:** The Grand Prairie Public Library System establishes fines in order to ensure the timely return of borrowed materials. Fines are employed to dissuade patrons from keeping materials past the due date. This allows for the availability of the materials for all the patrons of the library.
- 310.2 **Policy:** Patrons are assessed fees if items are returned late. The fee structure is as follows:
- a) All non-DVD materials are .25 per item per day over the due date not to exceed \$10.00 per item.
 - b) All DVD materials are \$1.00 per item per day over the due date not to exceed \$10.00 per item.
- 310.3 **Payment of Fines/Fees:** patrons can pay their fines and fees with cash, check or credit/debit card. Fines can be paid in person at the library or on-line with a credit card.
- 310.4 **Waiver of Fines/Fees:** Staff can waive fines and fees for those patrons who have had a one-time infraction. Fees and fines will not be waived for patrons who show a chronic accumulation of fines.
- 310.5 **Fees for lost, damaged, partially returned items:** The cost of the lost, damaged and partially returned items is the cost of the item plus a \$5 processing fee.
- 310.6 **Restrictions:**
- Patrons with 2 or more Lost items may have their check out privileges suspended.
 - Patrons with a balance of \$50.00 or more who have not made a payment or payment arrangements for 2 weeks may be subject to debt collection.
 - Upon successful resolution of the fine/fee of \$50.00 or more, the borrower will be returned to active status with *Introductory Patron* privileges.

CITY OF GRAND PRAIRIE LIBRARY POLICIES

Section 300: Circulation Policies No. 311: Lost Items Effective Date: 07/05/2017	Approved By:  Library Director Supersedes: 09/30/2015
--	--

- 311.1 **Purpose:** The Grand Prairie Public Library System wants to ensure the return of lost items to the collection.
- 311.2 **Definition:** A lost item is an item checked out to a patron that is unreturned. Items returned in a condition too damaged to circulate, as determined by library staff, are also changed to “Lost” status. An item goes to “Lost” status 7 weeks after the due date or the last renewal date and 8 weeks after the *Claims Return* date.
- 311.3 **Fees:** If the item has gone to “Lost” status, the patron will be charged for the price of the item instead of the \$10 fine ceiling and the \$5.00 processing fee.
- 311.4 **Patron privileges:** can be suspended when 2 or more items have gone to “Lost” status or the patron has accrued more than \$50 in overdue fees. To restore privileges, the patron must pay for the items or return them. If the item is returned the patron is responsible for paying the \$10.00 maximum fine on each item. If privileges have been suspended, the patron will be returned to *Introductory Patron* status.
- 311.5 **Payment Arrangements:** If a patron does not return the item(s), payment arrangements must be made and kept until the item is paid for. Only at this point are privileges restored with circulation privileges restricted to *Introductory Patron* privileges.

CITY OF GRAND PRAIRIE LIBRARY POLICIES

Section 300: Circulation Policies No. 312: Collection Agency Effective Date: 07/05/2017	Approved By:  Library Director Supersedes: 12/01/2013
---	--

- 312.1 **Purpose:** The Grand Prairie Public Library System establishes a policy regarding the extreme delinquency in unpaid materials and/or unreturned materials. This policy is in place to provide a path for the return of any outstanding materials or for the payment to replace the outstanding materials.
- 312.2 **Policy:** The Grand Prairie Public Library System will employ the services of a debt collection agency in the event items are not returned to the library and no payments have been made on an account for 2 weeks. To clear the collection activity, the patron must either return the item and pay the fine or pay for the item and the \$5.00 processing fee. In either case, the patron must pay the \$10.00 collection agency fee. This fee will not be waived.
- 312.3 **Thresholds:** As mentioned in Section 311.3, patrons who have fines and/or Lost items totaling more \$25.00 or more and who have not made a payment in 2 weeks are subject to being turned over to the collection agency.
- 312.4 **Resolution:** At any point in time during this process, the patron can return the item(s) or pay for the item(s) and have collection activity stopped.