



## Library Card and Circulation Policy, Incorporating Evergreen Indiana Policies

*Circulation Policy adopted by Eckhart Public Library Board of Trustees, Adopted 1/9/2018  
Amended 2/12/2019, 12/8/2020, 12/8/21*

*Library Card Policy adopted by Eckhart Public Library Board of Trustees, Adopted 7/14/14  
Amended 7/12/16, 9/13/16, 3/15/17, 6/13/17, 8/14/28, 12/8/2020, 12/8/21*

*Adopted by the Evergreen Indiana Executive Committee, December 14, 2012  
Amended 2013-10-08, 2014-04-04, 2014-08-12, 2015-08-11, 2016-02-09, 2016-03-31, 2016-10-11,  
2018-02-03, 2018-04-10, 2018-06-14, 2018-08-14, 2019-02-12*

Eckhart Public Library has been a member of the Evergreen Indiana consortium since August 1, 2016. As a result of membership, the Library's patrons can borrow materials from other member libraries and return them at the most convenient member library location. For a list of current member libraries, see [https://blog.evergreen.lib.in.us/?page\\_id=2558](https://blog.evergreen.lib.in.us/?page_id=2558).

As a condition of its membership, the Library agrees to abide by the policies of Evergreen Indiana, as stated below and shown in **green**. In areas where the Library has added additional detail, that language is italicized and shown in **black**.

### Registering a Patron

#### Evergreen Indiana Library Card

An Evergreen Indiana library card is required in order to check out materials at an Evergreen Indiana Library. Library directors and managers have discretionary ability in special cases. A digital replica of the library card is also an appropriate form of identification for a patron to check out materials. Patrons of the Evergreen Indiana Consortium libraries presenting Proper Identification are eligible to receive an Evergreen Indiana library card from their home library subject to certain limitations (*see below*, Loss of Privileges). An Evergreen Indiana library card is not transferable.

Patrons of Indiana public libraries not participating in the Evergreen Indiana Consortium may receive a library card at an Evergreen Indiana library pursuant to reciprocal borrower and other agreements. Users from non-participating Indiana libraries will not have the same privileges as Evergreen Indiana patrons and such cards may be suspended at any time without notice.

Resident and Outreach cards are valid for two years. Nonresident, Reciprocal Borrower, Temporary, PLAC and Student cards are valid for one year.

#### Eligibility for Obtaining an Evergreen Indiana Library Card

##### **Resident Cards**

Residents of Indiana presenting Proper Identification (*see below* for definition of "Proper Identification") that establishes that the individual resides in or pays real property taxes

on property owned in the library's service area (the "library district") are eligible to receive a green Evergreen Indiana "resident" library card.

*At Eckhart Public Library, residents and property owners showing proper identification in the Library's taxing district may apply for an Evergreen Indiana resident card. The Eckhart Public Library taxing district includes the City of Auburn and Union Township, DeKalb County, Indiana. These patrons will receive a "green" Evergreen Indiana card allowing full access to Evergreen Indiana materials and services for the term of the card.*

### **Minors**

An adult showing Proper Identification may register a minor child for an Evergreen Indiana library card. Registering a minor child for an Evergreen Indiana library card denotes acceptance of responsibility for all fees, fines and payment for late, lost, or damaged materials charged on such minor's library card. Emancipated minors will be asked to present evidence of their status to void the necessity of the presence of a sponsoring adult.

The minor child must be present during the registration process. Contact addresses should be obtained for both the minor and the sponsoring adult. The minor's home address must qualify for service. The sponsoring adult's address will be used for mailed communications. The minor child will receive a "green" Evergreen Indiana card.

*In the case that the sponsoring adult is a non-resident of the Eckhart Public Library district, the Library shall issue a "Student" profile card to the minor until the minor's address can be verified.*

Registering a minor child for an Evergreen Indiana library card denotes an acknowledgement and understanding that Evergreen Indiana libraries own and circulate videos, DVDs and unrated television series that may be geared toward a more mature audience and that a minor child will have access to materials for both adults and children and will be able to check out any of these materials. A "limited access" card, which prevents the user from checking out "R-rated" and "M-rated" audiovisual materials, is available for minors.

*The Eckhart Public Library collection is accessible to all patrons. Responsibility for the use of the Library's collection by children under the age of 18 rests with their parents and legal guardians. It is only parents or legal guardians who may restrict their children under the age of 18 from access to library materials and services.*

### **Junior Cards**

*Minors may register for an Evergreen Indiana card themselves, without an adult sponsor. These patrons will receive a "blue" Evergreen Indiana card, with borrowing privileges limited to the Library.*

### **Subscription Cards**

Indiana residents not residing in a library district may be eligible to purchase or otherwise obtain an Evergreen Indiana Library card as a non-resident, PLAC, reciprocal borrower or township contract user subject to the laws and regulations covering these types of cards. Non-resident cards and PLAC cards are issued to those individuals residing outside the library district who purchase library cards with full access to library materials and services. All other card holders: student, computer usage and reciprocal borrower cards are given limited access to services and materials. Reciprocal borrowers,

students, transitional, and computer users should be given a blue Evergreen Indiana card which indicates that their borrowing privileges are limited to the issuing library.

*At Eckhart Public Library, Indiana residents not living in the Library district may purchase an Individual Annual Subscription at any service desk. The Individual Annual Subscription fee is based on the Library's per capita expenditure for the preceding year, per IC 36-12-2-25 (see Fee Schedule). These patrons will receive a "green" Evergreen Indiana card allowing full access to Evergreen Indiana materials and services for the term of the card.*

### **School District Employee Cards**

*Employees of DeKalb County Central United School District are eligible for a library card at no cost at the Library. Proof of employment and picture identification must be shown when applying for a card. These patrons will receive a "blue" Evergreen Indiana card, with borrowing privileges limited to the Library.*

### **Student Cards**

*Children beginning at birth and all students who are eligible to attend DeKalb County Central United School District schools and are Indiana residents, but do not reside within the Library's service area may obtain a library card. Student cards are for checking out materials for use by the student only. Materials shall not be checked out for use by parents, guardians, other members of the household, or other individuals. If a Student library card is misused, borrowing privileges shall be suspended. These patrons will receive a "blue" Evergreen Indiana card, with borrowing privileges limited to the Library.*

### **Institutional Cards**

*At Eckhart Public Library, institutional cards are issued to organizations such as preschools and nursing homes located within the Library taxing district. The head of the institution must send a letter to or email the Executive Director agreeing to pay for lost or damaged items and providing the names of people authorized to use the card, or come into the Library and bring identification from the institution to create the account and specify who from the institutional can use the account. These patrons will receive a "green" Evergreen Indiana card, with borrowing privileges limited to the Library.*

### **Transitional Cards**

*Transitional library cards are for residents in the Library service area without a permanent address. Patrons may check out up to three items on the account, and cards must be renewed after three months.*

*Registration for transitional cards requires a community sponsor to verify the person is a resident of the Library service area. Community sponsors must reside in the Library service area or be employed with a social service agency that serves DeKalb County. The Library is committed to protecting the privacy of all Library users. Sponsor's contact information may be used as a proxy to contact the cardholder; however, sensitive personal information about patron use of Library materials and services will only be shared with the cardholder.*

*Financial responsibility for Library materials rests with the transitional cardholder, not the community sponsor.*

*These patrons will receive a “blue” Evergreen Indiana card, with borrowing privileges limited to the Library.*

### **Authorized Proxy Borrowers**

*Library cardholders may authorize up to three proxy borrowers on an account. A proxy borrower may select and check out items on the cardholder’s library card. If the authorized proxy borrower is a current Library cardholder, the patron must be in good standing on his or her own account to assume a proxy borrower status.*

*The cardholder may authorize a proxy borrower in person by showing their library card and valid photo ID or over the phone by confirming their birth date. Information about proxy borrower status will be entered into the Evergreen Indiana system. Proxy borrowers may only check out items for cardholders at Eckhart Public Library.*

*The proxy borrower will inform staff that items are to be checked out on behalf of the cardholder. The Proxy borrower must show picture ID when borrowing materials on behalf of the cardholder or have a photo taken and uploaded to the cardholder’s account.*

*The cardholder is responsible for all items checked out by an authorized proxy borrower on the cardholder’s library card, and the cardholder is responsible for all fines and fees.*

*Proxy borrower authorization may be rescinded by the cardholder at any time in person or by contacting the Library by phone. If authorization is rescinded by phone, the cardholder must provide his/her library card number.*

*A proxy borrower who does not have a valid Eckhart Public Library card does not have cardholder privileges of his/her own.*

*Materials checked out by an authorized proxy borrower are for use by the cardholder only. Materials shall not be checked out for use by the authorized proxy borrower or other individuals. If the Authorized Proxy Borrower program is misused, borrowing privileges shall be suspended for the cardholder, the proxy borrower, or both.*

### Proper Identification

Applicants for an Evergreen Indiana library card must present the required Proper Identification in person at the Evergreen Indiana library that will issue the library card or renew privilege. Property owners who do not reside in Indiana will be required to show proof of real property ownership, such as a tax bill or deed.

Signing and/or taking receipt of an Evergreen Indiana library card denotes acceptance of responsibility for all fines and fees and for payment for lost or damaged materials. Patrons are advised to contact their library to report a lost or stolen library card.

Patrons changing their home library designations will be asked to provide identification and proof of current address. Proof of current address may be satisfied by the presentation of Proper Identification and if necessary, one item from the Recommended List of ID which displays a current address.

Proper identification must be presented to apply for an Evergreen Indiana library card. Proper identification is one of the following:

- a valid Indiana Driver’s License which displays a current address;
- valid Indiana State ID which displays a current address; or

- a current government issued photo ID (e.g., military ID, passport).
- valid identification issued by another State (e.g., Driver's License)
- valid current university or college identification (e.g., Student identification)

If the presented Proper Identification does not display a current address, the applicant must present one item from the Recommended List in addition to the Indiana Driver's License, Indiana State ID or other government issued photo ID presented as Proper Identification. The ID presented from the Recommended List must include a current address.

The Recommended List of ID includes:

- computer generated bank statement issued in applicant's name within the last 30 days
- Medicaid or Medicare benefit statement issued in the applicant's name within the last 30 days
- Change-of-address confirmation from the United States Postal Service showing prior and current address of residence (a P.O. Box is not acceptable as a residence address)
- apartment lease signed within the last 30 days
- property tax receipt issued in applicant's name

*In addition, Eckhart Public Library will accept a computer-generated utility, credit card company, doctor, or hospital bill, issued in applicant's name within the last 30 days and containing address of residence.*

## **Patron Account Management**

### My Account

Library patrons will be given a PIN upon registering for an Evergreen Indiana library card. PINS may only be given in person at an Evergreen Indiana Library, upon presentation of appropriate identification. PINs may not be obtained via telephone or email.

### Borrowing Privileges

A patron must present a card each time they wish to borrow materials and their account must be in good standing to borrow materials.

*At Eckhart Public Library, staff may look up patrons by name or date of birth, in order to allow checkout.*

In most cases, a maximum of 100 items may be checked out simultaneously on an Evergreen Indiana library card. There is a maximum limit of 10 videodiscs, 10 videos, 5 equipment, 6 art, 2 e-readers, and 2 gaming software items per Evergreen Indiana library card. Borrowing limits are calculated at the consortium level and not at the library level.

If patrons forget their Evergreen Indiana card, they should:

- return to the library after retrieving their library card (in this instance, materials may be held for a limited time pending the patron's return), or
- purchase a replacement library card for two dollars (\$2). (See procedures above for issuing replacement library card.)

### Collections: Exempt Patron

All member libraries are entitled to seek recompense for their materials when lost and/or damaged by a patron regardless of the patron's home library. The "Collections: Exempt" switch may be activated for patrons who exclusively access the collection of their home library (i.e., reciprocal borrower or student). Patrons borrowing materials from other libraries may be referred to a collection agency by the owning library in the case of lost or damaged items and may not have the "Collections: Exempt" switch activated. Exempt patrons are, by default, not accessible by the collections agency's search protocol.

Libraries should place an alert on patron accounts for whom extenuating circumstances would suggest alternate forms of recovery should be pursued. Libraries pursuing collections against another library's patrons should review affected patron accounts for such notes and give appropriate consideration prior to submission to Unique Management or any other collections agency.

#### Purging of Inactive Patron Records

Patron accounts will be automatically marked inactive when the patron's privilege expires. Patron accounts that do not reflect fines or fees, items checked out or claims returned activity will be deleted automatically three (3) years after being marked inactive.

### **Check Out**

#### Using a Library Card

*Cardholders in good standing may:*

- *Check out all circulating materials from Eckhart Public Library.*
- *Check out e-books and e-audiobooks from the Northeast Indiana Digital Library Consortium through Overdrive.*
- *Request materials through interlibrary loan.*
- *Access their accounts 24 hours a day, seven days a week at <https://epl.lib.in.us>. Cardholders must acquire a personal identification number (PIN) before accessing their accounts online. Cardholders may not be able to access their accounts during scheduled or unscheduled website downtime.*
- *Place holds on any Evergreen Indiana member library's holdable materials.*

#### Cardholder Responsibilities

*Eckhart Public Library cardholders are responsible for:*

- *Informing a Library staff member at any service desk if they have a change of name, address, or phone number. The cardholder's current card will be updated at no charge.*
- *Caring for and returning all items checked out on their card.*
- *Notifying staff if their library card is lost or stolen. If not reported, the cardholder is responsible for all materials checked out on their card. A card replacement fee will be charged after the first replacement.*
- *Not loaning their library card to anyone other than an Authorized Proxy Borrower to check out materials or use a public access computer.*



## Loss of Privileges

A patron's access to materials may be limited due to overdue materials or fines and fees. A patron's card will be blocked, and no new circulation services may be obtained with it if the patron has 15 or more overdue items or owes \$10 or more in unpaid fines and/or fees. Patrons may renew overdue circulating materials until their account reaches the maxfine threshold of \$10 or more in unpaid fines and/or fees. Outreach patrons will not be blocked until they have 50 or more items overdue. The number of overdue materials and/or amount of fines/fees that will result in a patron being "blocked" is calculated at the consortium level and not at the library level. A patron's card may be "blocked" if related group or family member cards are "blocked." A patron may also be "barred" if circumstances warrant.

*When a patron's card is blocked at Eckhart Public Library, the patron will also be blocked from using computers (except as outlined in the Computer Use Policy) and downloading e-books and e-audiobooks.*

## Fines/Fees<sup>1</sup>

*Eckhart Public Library does not to levy fines on overdue items lent from its collection. Patrons who return items damaged beyond normal wear and tear will be charged fines. Fines may also be accrued as a result of overdue items borrowed from another Evergreen Indiana library.*

Materials borrowed under this program will be set to lost once the items are overdue by 28 days.

Member libraries shall pursue whatever measures are feasible and expeditious to recover monies related to materials classified as "lost" or "damaged" regardless of the cardholder's age. This policy shall only apply solely to those items borrowed on site at participating member libraries including items transited from other Evergreen Indiana libraries, IN-SHARE, or the Statewide Remote Circulation Service (SRCS). Items borrowed directly from another Evergreen Indiana library using a participating member card shall be subject to the policies of that library.

## Paying Fines/Fees

Evergreen Indiana library fines and fees may be paid at any Evergreen library. Patrons may pay all or a portion of overdue fines. A patron's record will remain blocked or barred until the fines and fees are paid or the patron has resolved the matter with the particular library to restore his or her privileges. A patron may be (or remain) "blocked" if related group or family member cards are "blocked."

*Eckhart Public Library patrons are eligible to create a payment plan to continue library service while paying down their account balance. They must contact the public service manager or supervisor to agree on a plan and make an initial payment to begin the plan. As long as payments are consistently being made, patrons may check out one item at a time.*

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<sup>1</sup> The Evergreen Indiana Circulation Policy includes language for those member libraries that choose to levy fines. Since Eckhart Public Library does not levy fines on adults or minors, those sections have been deleted in this policy document. You may read them in full at [https://blog.evergreen.lib.in.us/?page\\_id=2558](https://blog.evergreen.lib.in.us/?page_id=2558).

### Overdue Notices

Overdue notices are sent as a courtesy from the Evergreen Indiana Libraries. Failure to receive notices does not exempt patrons from the responsibility for payment for library materials or overdue fines and fees.

### Alternate ID Option

As an occasional courtesy, a patron's home library may offer to circulate materials to a patron by looking up the patron's account using a current driver's license. The current license must match the driver's license ID number and/or the complete combination of name, DOB, and address in the Evergreen Indiana system. Patrons traveling to Evergreen Indiana libraries other than their home library must present their official Evergreen Indiana library card at all times. Patrons who repeatedly fail to present their library card at their home library will be required to purchase a replacement card.

### **Check-in**

*Eckhart Public Library patrons may return borrowed materials at any Evergreen Indiana Library. Equipment such as hotspots, tablets, e-readers, and "library of things" items must be returned at an Eckhart Public Library service desk. Deposit boxes and book drops may be closed periodically for maintenance or cleaning.*

### Lost Items<sup>2</sup>

A patron may inform library staff that an item is "LOST." The price of the item and any outstanding fines and fees, plus a processing fee of \$10.00 per item, will be assessed to the patron's card. A patron is encouraged to notify the library that an item is "LOST" to stop the accruing of additional overdue fines. On issuance of the 45-day notice or declaration of loss or damage, the associated circulation fees are reassigned to the owning library.

### Recovering Lost Items and Refunding Payment

No refund will be given to a patron for a "Lost" item for which a patron has paid. In addition, no fines/fees and third-party collection fees will be refunded.

### Paid-for Items

Materials which are billed to the patron at the full replacement cost of the item, e.g. Lost or Damaged holdings, become the property of the patron once the bill has been paid in full. Unpaid-for Damaged materials which are not a danger to the library or library staff may be held for 6 months pending payment; after 6 months, with payment still due, the item may be destroyed.

### Renewals

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<sup>2</sup> Some Evergreen Indiana Libraries have contracted with third party vendors for collection services. If third party collection services are used, a fee for collection services will be added to the patron's record. Eckhart Public Library does not use a collection agency.



Renewal requests may be made in person, by phone or via the online catalog “My Account” feature. Certain categories of materials are not eligible for renewal. If a “HOLD” has been placed on an item, it may not be renewed.

*Items eligible for automatic renewal will be renewed on their due date. Other items may be renewed in person at any Library facility, by phone at (26) 925-2414, ex 120, and online at <https://epl.lib.in.us>.*

### **Holds and Intra-Evergreen Indiana Lending**

Evergreen cardholders in the resident, non-resident, PLAC, outreach, temp and staffcard profiles have full access to the consortium and may place holds on any Evergreen library’s holdable materials. Reciprocal borrower, student, transitional, or teacher profile cardholders may place holds only on the materials owned by the library that issued the library card.

*At Eckhart Public Library, patrons with limited access cards, including student and educator cardholders, may only place holds on items owned by the Library or request interlibrary loan.*

Holds may be placed on most items in any Evergreen Indiana library (see list of exceptions below). Patrons will have one week after the hold is filled to pick up the held item. Some Evergreen Indiana libraries may impose a fee for failure to pick up a hold.

Patrons may have 30 unfilled holds in the system.

Evergreen Indiana does not allow holds to be placed on the following items by any patron:

- Reference materials
- Bestsellers with the no-hold designation

Evergreen Indiana does not allow Evergreen Indiana library patrons to place holds that would generate Intra-Evergreen Indiana [transiting] loans on the following item categories:

- Art
- Bestsellers
- CDs\*
- Equipment
- ILL
- Kits
- Media
- New Books
- New videodiscs
- Realia
- Reference
- Software
- Software - Gaming
- Videocassettes

*\*There is a pilot in 2018-19 to allow limited transiting of music CDs.*

These items *may* be borrowed by any Evergreen Indiana library card holder. It is the responsibility of the patron to proceed to the owning library and check out the material. The patron may return such materials to any Evergreen Indiana library for transit to the owning library.

A library may place a six-month or three-month age protection on new items. Local patrons may place holds on such items. Non-local patrons may place holds on such items, but the materials will not be transited until the age protection expires. Non-local

patrons may place a hold on such an item, select the owning library as the pickup location, and proceed to the owning library to check out the item.

Patrons may place their own holds via the OPAC and may select their pickup location and notification method. The software will refuse holds requests which do not conform to Evergreen Indiana policies. Patrons may choose any pickup location for holds.

Patrons whose Evergreen Indiana cards are “blocked” or “barred” will not be allowed to place holds until their card privileges are restored.

*See also Eckhart Public Library’s Interlibrary Loan Policy, which covers requesting materials from libraries other than Evergreen Indiana members.*