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GENERAL STATEMENT AND PATRON RESPONSIBILITY

A library card is a contract and all cardholders are subject to the policies included herein. There is no charge to apply for a library card or to borrow library materials, provided they are returned on time and in good condition.

It is the cardholder's responsibility to:

- Inform the library of any changes to name, address, phone number, or other contact information
- Be financially responsible for all materials borrowed
- Monitor the materials that minor(s) select and check out
- Pay all fines and fees associated with the late return, loss of, or damage to library materials
- Report a lost or stolen library card

Kent Free Library is part of the Portage Library Consortium (PLC). The consortium includes Kent Free Library, Portage County District Library, and Reed Memorial Library. Cardholders are permitted to have one library card in the PLC. One card provides access to library materials, resources, and services at each consortium library, however access may vary among the three libraries. Qualifying patrons may also be eligible for an Educator card or a Three for Me card.

LIBRARY CARD APPLICATIONS

Library cards are available to anyone who lives, owns property, works, or goes to school in Ohio.

Applicants with an existing library card from a library within the consortium may forfeit that card to apply for a Kent Free Library card if their account is in good standing, owing less than \$10.00.

Applicants must present photo identification (ID) and proof of current address to apply. Photo ID can be an Ohio driver's license, passport, state ID, student ID, or military ID. If the current address is not listed on the photo ID, then a utility bill, personal check, paystub, lease agreement, or other official document received in the mail, or electronically, must be presented. An application may be refused until such time that correct identification and proof of address is presented.

The following information is required or a card will not be issued: Full name, current Ohio street address (P.O. Box is not acceptable), current phone number and/or email address, birth date, and signature.

Deliberate falsification of information provided during registration may result in the revocation of library borrowing privileges.

DIGITAL LIBRARY CARD APPLICATIONS

Digital library cards are available to Kent residents ages 18+ who apply online using the library's website. A digital card will not be provided to those who already have a library card at Kent Free Library or any other Portage County Library.

A digital card limits the user to borrowing only from the library's digital collections and using the library's online databases. As such, fines do not accrue. Checkout limits and holds are determined by the library's agreements with each of the vendors or consortiums who supply the digital collections to stream or download.

A digital card can be upgraded to a regular card in person at the library. A valid photo ID and proof of current address is required.

LIBRARY CARD CLASSIFICATIONS AND BORROWING LIMITS

All library card classifications are responsible for fees of lost or damaged items. All library card classifications are responsible for fines and fees for SearchOhio and OhioLINK items.

One of the following library card classifications will be applied to each applicant upon registration:

Library Card Classification	Requirements	Total Number of Items Checked Out	Total Number of Holds Allowed	KFL Fines Accrued*	KFL Collection Restrictions**
Adult	Ages 18-59	75	25	Yes	None
Disabled Adults	Ages 18+	75	25	No	None
Seniors (Fine Free)	Ages 60+	75	25	No	None
Juvenile	Ages 17 and Under, Parent or legal guardian signature	75	25	Yes	Adult DVDs, Lucky Day, Board Games, Hotspots, Library of Things
Staff	Current KFL employee	75	25	No	None
Teachers/Student Teachers	Existing Valid PLC card, proof of educator status	200	25	No	Board Games, Lucky Day, Hotspots, Library of Things
Homeschool	Existing valid PLC card, proof of homeschool status	75	25	Yes	Board Games, Lucky Day, Hotspots, Library of Things

Homebound	Reside within KFL service area	75	25	No	Lucky Day, Board Games
Three for Me	Ages 17 and Under	3	25	No	AV, Lucky Day, Hotspots, Board Games, Library of Things
Digital	Ages 18+	n/a	n/a	n/a	Limited to Digital Collection and Databases only

*Patron may be responsible for fines from other libraries.

** Patron may be restricted from borrowing or placing holds on collections outside of Kent Free Library.

Additional Classification Information

Adults with a Disability

Adult patrons with a mental or physical disability who are unable to sign their name may obtain a library card. Another adult may complete the application for the individual.

Juvenile

A parent or legal guardian must apply for a juvenile card on behalf of a minor. The parent or legal guardian must have a valid library card in the Portage County Consortium. If the parent or legal guardian does not have a library card in the system, he or she must provide identification and proof of address as outlined above.

Homebound

For patrons approved by the library to participate in the Homebound program to receive home deliveries of library materials. See the Homebound Policy for application information and details.

Three for Me

Juveniles 17 and under, without an accompanying adult, may apply for a Three for Me card. This is in addition to a Juvenile card they may already have in the PLC. Three for Me cards are valid at Kent Free Library only, for Kent Free Library materials. The loan period is six (6) weeks with no renewals. Three for Me cards allow access to the library's public computers, research databases, and digital resources. Anyone with possession of the card is able to check out.

Educators (Teachers and Student Teachers)

Educators must have a valid personal card in the PLC. Educators may borrow materials for use in the classroom. Materials for personal use are prohibited. Materials check out for one, non-renewable, six-week period. Post-secondary educators are not eligible. At the time of application, the educator must present proof of educator status such as: employment verification letter from the school, pay stub, name badge, or other official documentation from the school. Teachers and student teachers are responsible for all materials checked out on their card.

Homeschool

Homeschool educators must have a valid personal card in the PLC. Materials check out for one, non-renewable, six-week period. At the time of application, the educator must present proof of their homeschool educator status from the appropriate school board of education. Homeschool educators are subject to the same fine schedule as a personal library card.

Class Registration

Teachers may bring their class on a field trip to the library and request that library cards be issued to students in the class. Applications for juvenile students will be distributed to the teacher in advance. The teacher shall return all completed applications, signed by the juvenile's parent or legal guardian, to the library prior to the scheduled class visit in order for library cards to be issued the day of the visit.

BORROWER POLICIES

Bankruptcy

Kent Free Library will comply with Discharge of Debtor decrees by bankruptcy courts. Once the library is notified that a bankruptcy has been filed, collection activity is suspended on the patron's account and on the accounts of any minor children (to the extent that the charges existed prior to the date of the bankruptcy filing) until the library is notified of the outcome. A note will be added to the affected patron records.

Kent Free Library cardholders who have filed for bankruptcy, named Kent Free Library as a creditor, received a discharge, and presented the appropriate documents to the Library shall have outstanding balances for fines waived from their accounts. Only charges owed as of the date of the decree will be waived.

Replacement costs for materials that have not been returned will not be waived. The patron record(s) will remain blocked until all overdue and billed items are returned or paid. Overdue fines on returned items will be waived.

When all materials have been returned, or the amount owed is less than ten dollars (\$10), borrowing privileges will be restored and any notes regarding bankruptcy shall be removed from the patron's records.

Blocked Cards

Borrowing privileges are blocked when a cardholder account accrues over \$10.00 in fines and fees on their account for overdue, lost, or damaged items. The account will remain blocked until payment is made so the account has less than \$10.00 accrued, or the items are returned in good condition.

Claim Return

Patrons who feel that an item(s) was returned, but the item remains on their account, may request a claim return search. The library will conduct multiple searches of the collection over a period of time. If the

item(s) is not found by the library, the item(s) becomes billed and the patron is responsible for the replacement cost.

Confidentiality of Patron Records

Patron circulation records and patron information are confidential in nature. The confidentiality of patron records is covered by Ohio Revised Code 149.432. Library records and patron information will only be released under the following circumstances:

- Parents, legal guardians, and custodians have access to their minor children's records
- For library administrative purposes
- With consent of the individual who is the subject of the record request
- To a law enforcement officer who is investigating a matter involving public safety in exigent circumstances
- In accordance with a subpoena, search warrant, or other court order

Library staff shall be advised that requests for patron records pursuant to local, state, or federal law relating to civil, criminal, administrative discovery procedure, or legislative investigative power shall be referred to the Director.

Consent

Cardholders may authorize others to use their library card and to have access to information about their library account. A signed consent form must be on file with the library listing the full name(s) of any authorized users. Authorized users may be asked to present a photo ID to confirm consent when using a library card.

Credit Card Payment

Kent Free Library, in partnership with the Portage Library Consortium, offers library patrons the convenience of paying fines and fees online, or at a self-check kiosk, through access to the cardholder's account. For privacy and security, these transactions are the responsibility of the patron. Library staff members are not to handle, copy, swipe, or in any way store or view a patron's credit card information.

Damages and Replacement of Library Materials

If library materials are returned in damaged condition, unable to be circulated, patrons will be assessed the cost of the materials as listed in the item record in the library's database. This price is the retail cost of the item, with the exception of SearchOhio and OhioLink materials which have a replacement cost of \$25.00. The library does not accept replacement copies in lieu of payment.

If the damaged item belongs to another library, the damage will be noted when returned to the owning library and the owning library will decide whether to charge the patron for damages.

Patrons shall provide a police report, or other documentation, to forgive fines and fees on an account due to theft, fire, natural disaster, emergency, or other incident which makes returning library materials impossible.

Expiration

Kent Free Library cards are valid for three (3) years. Student Teacher cards are valid for the current school year. Cardholders may update their card upon expiration by contacting the library. Cards will be renewed for an additional three years once current contact information is updated. Educators will need to show proof of current teacher or homeschool status to renew an educator card.

Holds

Patrons are permitted to place a hold on most circulating items in the Portage Library Consortium system. Other libraries may restrict holds for KFL cardholders on some library materials. Holds may be placed in person, over the phone, online via the Kent Free Library website, or by using the mobile app. There is a limit of twenty-five (25) holds per patron. Holds remain active for six (6) months. If a hold is unable to be filled within six (6) months, the hold is automatically canceled and removed from the patron's account. When an item on hold becomes available to pick up, it will be held at the Check-Out Desk for seven (7) days. If an item on hold is not picked up within seven (7) days, it will be returned to the shelf or to the owning library.

Interlibrary Loan: SearchOhio and OhioLink

Library materials may be requested from outside the Portage Library Consortium if an item is currently unavailable in the PLC catalog. Portage Library Consortium cardholders in good standing are permitted to request materials through SearchOhio libraries and OhioLink institutions throughout the state of Ohio. Loan periods, fines, and fees are different on interlibrary loaned materials. The replacement cost of items borrowed through SearchOhio or OhioLink is \$25.00.

Loan Periods and Overdue Fines:

<u>MATERIAL TYPE</u>	<u>LOAN PERIOD</u>	<u>OVERDUE FINE</u>
Materials for Adults:	14 days	\$0.05/day
Materials for Juveniles:	14 days	\$0.05/day
Media	14 days	\$0.05/day
Board Games	14 days	\$0.50/day
Lucky Day	14 days	\$0.05/day
SearchOhio/OhioLink DVD	7 days	\$0.50/day
SearchOhio/OhioLink	21 days	\$0.50/day
Library of Things	14 days	\$5.00/day
Hotspots	14 days	\$5.00/day

A library card, or a photo ID, is required to borrow library materials. Fines are not charged on days when the library is closed. Loan periods and overdue fines may be different from other libraries, including other libraries in the Portage Library Consortium.

Lost or Stolen Card

In the event that a library card is lost or stolen, it is the patron's responsibility to notify the library as soon as possible so the account can be deactivated. If the library card is used upon being lost or stolen, before

being reported to the library, the patron will need to provide a police report in order to waive the fines and fees associated on the account.

Non-Circulating Items

Some library materials are for library use only and do not check out under any circumstances. This includes newspapers, local history, and reference materials. Other libraries may also have non-circulating collections unavailable for Kent Free Library cardholders to borrow or place a hold.

Notices

At the point of application, patrons may elect to receive notices from the library. Notices are available via phone, email, or text. Patrons are strongly encouraged to provide an email address or phone number to receive notices via email or text. Patrons may update their notice preference at any time.

Courtesy notices will be sent three (3) days before library materials are due. This notice is to remind patrons about an upcoming due date. Courtesy notices will be sent via email or text.

Auto-renewal notices will be sent one (1) day before library materials are due. This notice is to alert patrons whether an item(s) was renewed or not automatically. Auto-renewal notices will be sent via email or text.

Overdue notices will be sent when patrons have not returned materials two (2) weeks past the due date. Overdue notices will be sent via phone, email, or text as indicated on the library account.

Bill notices will be sent when patrons have not returned library materials four (4) weeks past the due date. At this point, patrons will receive a bill for the replacement cost of the material. Bill notices will be sent by email or mail as indicated on the library account. The library card will be blocked until the materials are returned or the replacement cost is paid.

PIN

A four (4) digit number is required as a PIN to access a library account online. The PIN is automatically set to the last four digits of the cardholder's telephone number. If no phone number is listed on the account upon registration, library staff will set the PIN to 1234. The PIN may be updated at any time upon logging in to the cardholder's account online.

Refunds

Refunds will be made if a lost item, which has been paid for, is found and returned in good condition within thirty (30) days. Patrons must show their Kent Free Library receipt of payment for a refund to be processed. Proof of payment online will be accepted in lieu of a receipt given by Kent Free Library staff. No refunds will be made after thirty (30) days. No overdue fines will be refunded. Patrons must apply to the library where they originally paid for an item to obtain a refund. Items that were paid for while in collection are non-refundable.

Renewals

Most items will automatically renew up to five (5) times for a total loan period of twelve (12) weeks. Renewals are permitted if there are no blocks on the cardholder's account and if the item(s) is not on hold for another patron. Items that cannot be renewed must go back into the collection for a minimum of twenty-four (24) hours before the patron may borrow them again. Patrons may also renew items using the Kent Free Library website or mobile app, by calling the library, or in person.

Replacement Card

Patrons may request a replacement card in person at the library, and one will be provided free of charge upon the first request. Subsequent replacement cards are available for \$1.00. Patrons must show a photo ID in order to request and receive a replacement card.

Returned Check

If a check is returned to Kent Free Library due to non-sufficient funds (NSF), the amount of the check is added back to the patron account(s) for which it was credited and the amount of the incurred NSF bank charges will be added to the check writer's account. If the check writer does not have an account, the charge will be allocated among the account(s) for which the check was used to credit. Kent Free Library reserves the right to refuse the personal checks of any patron with a history of returned checks.

Vacation Loans

If a patron will be out of the immediate area and away from the library for an extended period of time, they may request a six (6) week, non-renewable, vacation loan of books, audiobooks, magazines, or CDs. There is a limit of ten (10) items on a vacation loan and only Kent Free Library materials are eligible. Items designated as 'NEW' by the library are not eligible for a vacation loan.

SPECIAL COLLECTIONS

Board Games

Kent Free Library's circulating board game collection includes the following policies:

- Check out permitted to Adult, Fine-Free, and Staff library account types only
- Not permitted to Juvenile, Educator, and Homebound account types
- Holds are permitted for Kent Free Library card holders only
- Overdue fine of \$.50/day
- Replacement fee is the retail cost of the item. Games returned with missing parts will be charged as a replacement fee to the patron account.
- Patrons should return games to the Check-Out Desk, not the book drops

Hotspots

Kent Free Library offers mobile hot spots with unlimited data usage for lending to library cardholders eighteen (18) years of age or older. The hotspots work in any area covered by the Sprint network.

To borrow a hotspot, Portage Library Consortium cardholders must have a valid library account in good standing. Library accounts must be active, include a current address, and have less than \$10.00 in fines and fees. Account types permitted to borrow hot spots include Adult, Fine Free, Homebound, and Staff. Educator account types are not permitted to borrow hot spots. However, teachers or homeschool adults may use a personal account to borrow a hotspot. Interlibrary loan is not permitted and the library will not send hotspots to other locations. Hotspots shall be picked up at and returned to Kent Free Library's Checkout Desk. Hotspots should not be returned in the book drop or to other libraries.

Hotspots may be borrowed for two weeks (14 days), with no renewals. Hotspots may be placed on hold by Kent Free Library card holders. Patrons are limited to borrowing one hotspot at a time per account. The overdue fine for a hotspot kit is \$5.00 per day. Overdue hotspots will be deactivated when they are three (3) days overdue. A reactivation fee of \$15.00 will be charged to patrons who return hotspots that have been deactivated. Borrowers are responsible for costs associated with loss or damage of the hotspot and/or any included accessories.

The replacement cost for a lost or damaged hotspot kit, including all accessories, is \$55.00. Individual replacement fees for lost or damaged components of a hotspot kit are included below.

Contents of mobile hot spot kit and replacement costs:

- 1 case - \$8.00
- 1 mobile hotspot (1 SIM card, 1 battery) - \$40.00
- 1 micro USB AC charger - \$6.00
- 1 guide - \$1.00

Mobile hotspots can provide Wi-Fi Internet access for up to ten (10) devices. Internet content filtering is not provided through the Kent Free Library hotspots. Parents or legal guardians are responsible for monitoring content accessed by minors via a library hotspot.

Patron Internet usage is not tracked by Kent Free Library. The library does not have access to or collect usage data, and does not provide patron information to the service provider. The only information Kent Free Library collects is the total amount of data transmitted and received during a billing cycle and anonymous circulation data related to number of checkouts of each device. The library is not responsible for personal information shared over the Internet.

Library of Things

A variety of non-traditional library materials are available to borrow from our Library of Things. Items included in the Library of Things may be borrowed for two weeks (14 days), with no renewals. Patrons may borrow one item at a time from the Library of Things collection. Library of Things items may be placed on hold by Kent Free Library cardholders. The overdue fine for these items is \$5.00 per day. Borrowers are responsible for costs associated with loss or damage of the item and/or any included accessories. The replacement cost for lost or damaged items is the cost of the item.

Lucky Day

Lucky Day Books and DVDs

14 day loan
Fines accrue at \$0.05 cents per day
No holds, no renewals allowed

To maintain a supply of Lucky Day titles available for Kent Free Library visitors to check out and enjoy, the library requests that patrons return Lucky Day items to the Kent Free Library for a quicker turnaround.

Juvenile, Educator, and Homebound accounts are restricted from borrowing Lucky Day items. Lucky Day titles will remain in the collection for at least three (3) months. The library will purchase the same titles for the regular collection.

Tonie Boxes

Tonie Box Kits

14 day loan
No renewals
Fines accrue at \$0.50 cents per day
1 maximum allowed per library card

Replacement Costs

Speaker	\$100.00
Tonies (figures)	\$15.00 (\$120 for all 8)
Charger	\$15.00
Tonies Case (soft)	\$25.00
Plastic Tote Bin	\$10.00
Total Replacement*	\$175.00

*At this time, the total replacement cost is intentionally lower than the sum of its part as a decision made by administration.

Tonie box kits may only be borrowed by or placed on hold by Adult, Finefree, and Staff library accounts. Tonie box kits will not be sent to Portage County District Library or Reed Memorial Library for holds and they do not circulate to SearhOhio or OhioLINK libraries. Patrons should return Tonie Box Kits to the Checkout Desk as they will not fit in either book return bin.

Temporary Modifications

During extenuating circumstances, the Director may temporarily modify this policy to meet patron and staff needs and safety.